

Curriculum Vitae Wim De Vos

Personal Details			
Name, First Name	De Vos, Wim	Date & place of birth	22/09/1976, Ghent
Address	Nederbosstraat, 2	Nationality, Civil state	Belgian, Not married
Postal code, City	9810, Eke	Driver's license	A, B
Mobile	+32 (0) 496 44 44 82	Other	Non-smoker
Email	Wim.DeVos@arcuris.be	Website	www.arcuris.be

Profile Summary
<p>Independent manager with 10 years of professional ICT experience, both as a consultant and in managerial roles, working for renowned multinationals throughout all vertical markets. My profile's unique selling points are</p> <ul style="list-style-type: none"> ▪ its balance between globally recognized certifications in the leading management best practices (PMP, PRINCE2 Practitioner, SCRUMMaster CSM, MSP Practitioner, M_o_R Practitioner, ITIL, COBIT) and my varied hands-on experiences with TOP 500 companies ▪ my value-based and human-centered leadership style in combination with an entrepreneurial focus on business development ▪ my pragmatic, goal-oriented and result-driven approach using creative, innovative and strong analytical skills ▪ my optimistic and motivating personality ▪ multilingualism (Dutch/French/English) and excellent communicative skills

Languages	Read	Write	Speak
Dutch	Native	Native	Native
French	Fluently	Fluently	Fluently
English	Fluently	Fluently	Fluently
German	Fair Knowledge	Notion	Notion

Education – Qualifications																									
Post Graduate	Institute for European Business Administration (www.ieba.be 2008 - ...) Post Graduate in European Business Administration																								
University	University of Ghent, Belgium (www.ugent.be 1994 – 2000) Master in Computer Sciences (Option – Applied Computer Sciences)																								
Secondary	Don Bosco College Zwijnaarde (www.dbz.be 1988 – 1994) Secondary Education (Option – Sciences and Mathematics)																								
Certificates	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>ITIL v2 Service Manager</td> <td style="text-align: right;">(course followed, exam planned 06/2010)</td> </tr> <tr> <td>PMP certified</td> <td style="text-align: right;">2010</td> </tr> <tr> <td>PRINCE2 Practitioner</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>MSP Practitioner (Managing Successful Programmes)</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>M_o_R Practitioner (Management of Risk)</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>Certified SCRUMMaster (CSM)</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>Certified in the Principles of Corporate Change Management</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>COBIT Foundation</td> <td style="text-align: right;">2008</td> </tr> <tr> <td>ISO20000 Foundation</td> <td style="text-align: right;">2007</td> </tr> <tr> <td>ASL Foundation – Application Services Library</td> <td style="text-align: right;">2007</td> </tr> <tr> <td>BiSL Foundation – Business Information Services Library</td> <td style="text-align: right;">2007</td> </tr> <tr> <td>ITIL v2 Foundation</td> <td style="text-align: right;">2006</td> </tr> </table>	ITIL v2 Service Manager	(course followed, exam planned 06/2010)	PMP certified	2010	PRINCE2 Practitioner	2008	MSP Practitioner (Managing Successful Programmes)	2008	M_o_R Practitioner (Management of Risk)	2008	Certified SCRUMMaster (CSM)	2008	Certified in the Principles of Corporate Change Management	2008	COBIT Foundation	2008	ISO20000 Foundation	2007	ASL Foundation – Application Services Library	2007	BiSL Foundation – Business Information Services Library	2007	ITIL v2 Foundation	2006
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Training & Courses	<p>Management & Soft Skills</p> <ul style="list-style-type: none"> Project Management based on PMBOK Project Management for Software Development SCRUM Master Training Course Fast Track – Experienced Project Manager & Head of PMO Change Management through Effective Project Management Coaching of a Team / MBTI / Presentation & Negotiation skills NLP Practitioner & Master Practitioner – Colorado Program Anthony Robbins – Personal Power & Ultimate Relationship Program Anthony De Mello – Awareness Program Writing for Business in English Sales Strategies in ICT <p>Management Applications</p> <ul style="list-style-type: none"> Mastering MS Office (Word Excel PowerPoint Visio Project) CA Clarity – Project Management Module WBS Chart Pro <p>Technical Product Skills</p> <ul style="list-style-type: none"> Microsoft – Exchange Server 2000, SQL Server 2000, Windows 2000 Server Obliv – DirX Identity & Access Management (certified Expert) Siemens – Hipath Procenter Contact center & CRM solutions (certified Expert) Voxton – Axxium IVR/CTI integrations (certified Expert)
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Experience (2000 – 2010)

Arcuris	Manager – Consultant	01/2009 – Today
Lecturer for ManCom		01/2009 – Today
<ul style="list-style-type: none"> ▪ Lecturer at ManCom (www.mancom.be) – part of Hogeschool Gent ▪ Teaching and coaching Project Management skills and methods, Ms Office & Ms Project to ~40 students ▪ Each academic year counts 15 evening classroom sessions of each 2 hours 		
Project Manager for Johnson & Johnson		09/2009 – 02/2010
<ul style="list-style-type: none"> ▪ Role Project Manager – Strategic Initiatives ▪ Scope Datacenter move (consolidation – virtualization) from EMEA to US ▪ Size +350 servers (Physical/Virtual - Windows/Unix), ~6 FTE / 2 years ▪ Domain GxP/SOx regulated environment, focus on business critical applications (Disaster Recovery / High Availability), Shared Oracle, Shared Unix, VMWare farm, Citrix farm, NAS, SAN, Firewalls, WebMethods, VPN, DNS, B2B ▪ Sector Pharmaceuticals ▪ Project Recovery of an ongoing and off-track project in an environment with low PM maturity ▪ Multi-national teams (EMEA/US) & Offshore (India), reporting to US management ▪ Focus on Quality Management & Validation, Change Management & Communication in a project environment with strong resistance of the Business Organization and low motivation of IT Operations ▪ Project Management process based on SDLC/PMBOK with GAMP/GxP/SOx regulations ▪ Using Clarity, Sharepoint & Ms Project / Powerpoint / Excel 		
CTG	Sr. Project Manager ITSM	04/2007 – 11/2008
Internal Roles		11/2007 – 11/2008
<ul style="list-style-type: none"> ▪ Team Leader – leading the ITIL v3 review team (8 people) ▪ Bench Coordinator – responsible for the coordination, motivation and competence management of the bench team (20 people) ▪ PRINCE2 Trainer – instructing the methodology to project managers (30 people) ▪ Service Owner – service development for the “BI for IT” service (balanced scorecarding) ▪ Meeting Facilitator – facilitating Business Requirements & Lessons Learned meetings for internal Service Development projects 		

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ITIL Project Manager for Telindus		05/2008 – 08/2008
<ul style="list-style-type: none"> ▪ Role Project Manager Service Catalog ▪ Scope Elaborating the ITIL service catalog for all existing internal and external services at Telindus ▪ Size ~60 man days ~4 people ~40 K€ fixed price ~PRINCE2 methodology ▪ Sector Telecommunication ▪ Responsible for the intake with the customer, requirements gathering, elaboration of the project proposal and plan, definition of the fixed-price setting ▪ Taking and consolidating interviews with Telindus' middle management ▪ Responsible for the timely delivery of the deliverables according the quality agreements ▪ Identifying, defining & presenting the services and their related business process components ▪ Establishing a common ITIL terminology among middle management ▪ Coaching a junior project manager in project approaches 		
ITIL Project Manager for Thomas Cook		02/2008 – 05/2008
<ul style="list-style-type: none"> ▪ Role Project Manager Omnitracker Service Desk Implementation ▪ Scope Process optimization of the ITIL Service Support processes and implementation of the Omnitracker service desk tool ▪ Size ~60 man days ~6 people ~150 K€ ~PRINCE2 methodology ▪ Sector Services ▪ Responsible for the proper project method selection and defining the project phases ▪ Project management responsibility for budget, quality, timing from kick-off till delivery ▪ Leading the team of CTG consultants ▪ Responsible for the coordination meetings, periodical reporting, issue & risk handling ▪ Using Jira Issue & Change tracking software, MS Project ▪ End to end responsibility regarding the customer satisfaction 		
Rebranding Project Manager for Allianz		04/2007 – 11/2007
<ul style="list-style-type: none"> ▪ Role Project Manager AGF – Allianz Rebranding ▪ Scope Rebranding of the complete AGF IT environment to Allianz (company logo + name) ▪ Size ~600 man days ~45 people in volatile teams ~662 K€ ▪ Type Big-Bang project ▪ Domain IBM Mainframe, ADA, CICS, Internet/Extranet/Intranet, .NET, Active Dir, Exchange ▪ Sector Finance & Insurance ▪ Total project management responsibility regarding quality, budget, timing and team with an extensive focus on scope management, quality control, change control and reporting techniques ▪ Using a Project Management process based on the PMBOK/PMI methodology, budget management using the Earned Value Method and a delivery method defined by the Waterfall software development process ▪ Liaison with and coordinating teams throughout all company divisions (Development, Architecture, Maintenance & Operations, Print room, Release & Deployment, Datawarehouse, Marketing, Logistics, Legal & Sox Affairs, all Business Units) ▪ Using MS Project, customized time registration and change request tools ▪ Varied team composition, focus on change & transformation management and motivation barriers ▪ Assisting in the performance reviews of team members 		
Siemens	Manager – Consultant	06/2001 – 04/2007
HQ Staffing – Global Service Product Manager		11/2006 – 04/2007
<ul style="list-style-type: none"> ▪ Worldwide product responsibility as a product manager regarding the service aspects of the Siemens portfolio of Microsoft server based applications, intended for the external market ▪ As a member of the international business team responsible for the needs and requirements of the service organizations in the local companies of more than 40 countries ▪ Responsible for the follow-up of the service business cases, product roadmaps, product cost structures, international field trials, service procedures ▪ Responsible for the definition of product requirements and the follow-up of the implementation of product features, documentation material, training needs for each country, remote concepts, product maintenance aspects such as Continuity, Availability, Capacity ▪ Working with a team of developers located off-shore in Canada using both Waterfall & Agile delivery methods, Scrum and XP Programming techniques and RUP methodology 		

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<ul style="list-style-type: none"> ▪ As a Product Owner role responsible for the prioritization of the product backlog ▪ Located at Siemens Headquarters in Munich and home-based working using state-of-the-art videoconferencing and desktop sharing applications 		
Infrastructure Project Manager – Customer Delivery		12/2005 – 11/2006
<ul style="list-style-type: none"> ▪ Role Project Manager for the customer delivery of ICT integration projects ▪ Scope Infrastructure data voice applications integrations at customer sites and green fields ▪ Size Portfolio of about 20 projects, each ~20 man days ~200 K€ ~8 people including subcontracting ▪ Type Phased Roll-out & Infrastructure projects ▪ Domain Microsoft, Citrix, SQL, VOIP, ACD, IVR, CRM, TCP/IP Networks, Software/Hardware ▪ Sector Finance (Dexia, ING, Linklaters), Industry (Barco), Government (VSKO), Life Sciences (AZ Lokeren, UZ Gent), Telecom ▪ Responsible for the management of scope, budget, quality and timing during the implementation ▪ Leading the project team and follow up of the project activities ▪ Responsible as a SPOC regarding the customer satisfaction from kick-off till delivery ▪ Active participation in the implementation of an internal Project Office functionality 		
Solution Integrator – Identity & Access Management		02/2005 – 12/2005
<ul style="list-style-type: none"> ▪ As a consultant responsible for the build, maintenance and operate aspects of Identity & Access Management integrations at customer sites ▪ Implementing HR-processes (hire-fire-move), directory- & database integrations, password synchronizations, single sign-on, ... ▪ Enterprise Application Integration ▪ Domain HTTP, FTP, LDAP, SQL, Active Directory, ODBC, XML, scripting ▪ Sector Finance (Fortis), Industry (Barco, Electrabel) 		
Product Expert – Contact Center Solutions		10/2001 – 02/2005
<ul style="list-style-type: none"> ▪ Delivering technical and conceptual consultancy to corporate customers in all markets regarding the implementation of service desks and contact center solutions ▪ International customer support and project implementations (Europe / Africa) ▪ Instructing software product courses to service engineers and customers ▪ Product responsibility for the serviceability aspects of the contact center applications (Voxtron Axxium, Siemens Hipath Procenter, Remedy / SAP / Siebel Integrations) ▪ Responding to RFPs during the presales project phase ▪ Domain ACD, IVR, CTI, CRM, ERP, Microsoft, Citrix, SQL, diverse ICT technologies ▪ Sector Finance (Dexia, Landbouwkrediet, Generali, Winterthur,...), Industry (Roularta,...), Government (Fod Econ, Eurocontrol...), Life Sciences (UCB, Becton Dickinson,...) 		
Service Engineer		06/2001 – 10/2001
<ul style="list-style-type: none"> ▪ Responsible for the programming and operation of telecommunication servers (availability, capacity & continuity) at customer sites ▪ Domain PABX, UNIX, TCP/IP, FTP, SDH, Siemens PABX, Telecommunication protocols ▪ Sector Finance (AXA, Dexia) 		
Econocom	IT Support Engineer	10/2000 – 06/2001
<ul style="list-style-type: none"> ▪ Delivering 1st and 2nd line IT support (hardware & software) at customer sites ▪ Ticket administration and follow-up using the Peregrine service desk tool ▪ Domain Microsoft NT/2000 systems, TCP/IP networks, extensive application portfolio ▪ Sector Finance (Fortis), Industry (Fabricom) 		