

PROFILE

Independent manager offering 11 years of ICT experience in a professional context, both as a consultant and in managerial roles, working for renowned multinationals throughout all vertical markets. My profile's unique selling points are

- Its balance between globally recognized certifications in leading management best practices and my varied hands-on experiences
- my value based and people centered leadership style, combined with an entrepreneurial focus on business development
- my pragmatic, goal oriented and result driven approach, making use of my innovative and analytical skills
- an optimistic and motivating personality
- multilingualism and excellent communicative skills

SPECIALIZATION

- Project Management – OTOBOQ delivery by walking the right balance between method and pragmatism
- Service Management – Assuring true organizational changes by aligning all aspects of 'people' and 'process'

LANGUAGES

	DUTCH	FRENCH	ENGLISH	GERMAN
	Native	Fluently	Fluently	Notion

QUALIFICATIONS | CERTIFICATES

CERTIFICATES	ITIL v2 Service Manager (course taken ; exam planned)	2011
	PMP Certified	2010
	PRINCE2 Practitioner	2008
	MSP Practitioner	2008
	MoR Practitioner	2008
	Certified SCRUMmaster (CSM)	2008
	Certified in the Principles of Change Management	2008
	COBIT Foundation	2008
	ISO20000 Foundation	2007
	ASL Foundation	2007
	BiSL Foundation	2007
ITIL v2 Foundation	2006	
COMPANY TRAINING	Cevora – Writing for business in English	2008
	ElementK – Mastering MS Office	2008
	ElementK – Effective Change Management	2008
	SCRUM Master Training	2008
	Cevora – Project Management for Software Development	2007
	Cevora – Coaching of a Team (MBTI)	2007
	Cevora – Sales Strategies in ICT	2007
	Siemens – Project Management based on PMBOK	2006
POST GRADUATE	Institute for European Business Administration	2008 - ...
UNIVERSITY	Licenciate Computer Sciences (Optie Toepassingsgerichte)	1994 – 2000
	Rijks Universiteit Gent, België	
SECONDARY	Algemeen Secundair Onderwijs (Optie Wetenschappelijke A)	1988 – 1994
	Don Bosco College Zwijnaarde, België	

EXPERIENCE (2000 – 2011)

ARCURIS – Owner

09/2010 – today

ITIL Project Manager for ING

Scope	Process & Service improvements as a part of an End-User-Experience-Improvement programme for ING Belgium, including external providers (Getronics, KPN, ATOS, Verizon)
Sector	Finance
Domain	Service Desk Incident Problem Change Config Knowledge Management
Achievements	<ul style="list-style-type: none">▪ Maturity analysis of the current Service Management practices▪ Initiate and coordinate operational and process improvements▪ Define the project approach & plan for the improvements with a focus on Service Desk, Incident Mgmt, Problem Management, Change Mgmt▪ Coordinating the elaboration and implementation of a new Knowledge Management process▪ Assure that a true change takes place by aligning the necessary requirements in the domains of People, Process, Product, Partners, Performance, Organisation and Governance

11/2008 – today

Business Development Project Manager for CLEVOS

Scope	Development and market introduction of own web applications (Service & E-Commerce)
Sector	Services
Domain	PHP, HTML5, Javascript, AJAX, ZEND
Achievements	<ul style="list-style-type: none">▪ Define the company strategy and product vision, execute market studies and set up the sales approach for future web applications▪ Project based coordination of the development of the applications▪ Negotiating the offer and subcontracting agreements

09/2009 – 02/2010

Project Manager for Johnson & Johnson

Scope	Datacenter move from EMEA to US (consolidation + virtualisation)
Sector	Pharmaceutical
Size	~400 servers (Physical/Virtual, Windows/Unix), ~6 FTE
Domain	Shared Oracle, Shared Unix, VMWare farm, Citrix farm, NAS, SAN, Firewalls, Webmethods, VPN, DNS, B2B, GxP/SOx, business critical applications (Disaster Recovery, High Availability)
Achievements	<ul style="list-style-type: none">▪ Taking over the project management of an off-track project (Recovery Mode)▪ Define & coordinate the execution of a datacenter move▪ Multinational teams (EMEA/US & India) – reporting to US Management▪ Process based on SDLC/PMBOK in a SOx/Gxp regulated environment

09/2008 – 06/2010

Lecturer for Hogeschool Gent – ManCom (Management & Communication)

Sector	Education – ManaMA
Achievements	<ul style="list-style-type: none">▪ Teaching and coaching Project Management skills and methods, and MS Office/Project to a group of ~40 students▪ Each academic year counts 15 evening classroom sessions of 2 hours each

CTG BELGIUM

02/2008 – 05/2008

Internal roles for CTG

Achievements	<ul style="list-style-type: none">▪ Team Leader – leading an ITIL v3 review team (8 people)▪ Bench Coordinator – responsible for the coordination, motivation and competence management of the benchteam (~20 people)▪ PRINCE2 Trainer – training project managers in the PRINCE2 method (~30 people)▪ Service Owner – development of a new BI-for-IT service
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- Meeting Facilitator – leading Business Requirement & Lessons Learned meetings

02/2008 – 05/2008 **ITIL Project Manager for Telindus**

Scope	Service Catalogue Inventarisation + ITIL Glossary
Sector	Telecommunication
Size	3 months – 4 people – 40K€ fixed price – Prince2/ITIL methodology
Achievements	<ul style="list-style-type: none"> ▪ Requirements gathering during intake and developing the proposal, plan and budget ▪ Execution and consolidation of interviews with middle management (BU & IT) ▪ Inventarisation of all services and their business process components ▪ Coaching a junior project manager

02/2008 – 05/2008 **ITIL Project Manager voor Thomas Cook**

Scope	Optimalisation of the ITIL service support processes and implementation of a new service desk tool (Omninet – Omnitrapper)
Sector	Services
Size	3 months – 6 people – 150k€ – Prince2/ITIL methodology
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the follow up of the project budget, timing and quality from kick-off till final delivery ▪ Leading the project team, including alignment with the customer responsables ▪ End responsibility for customer satisfaction

04/2007 – 11/2007 **Rebranding Project Manager for Allianz**

Scope	Rebranding of the entire IT environment from AGF to Allianz (Logo + Company Name)
Sector	Finance & Insurance
Domain	IBM Mainframe, ADA, CICS, Internet/Extranet/Intranet, .Net, AD, Ms Exchange
Size	8 months – 600 mandays – 45 people in volatile teams – 662k€
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the Project Management (budget, timing, quality) to deliver OTOBOQ the required changes in the IT environment ▪ Varied team composition (Architecture, Application Development, Infra & Operations) and leading work groups with cooperation of both BU & IT ▪ Focus on Scope Management and Quality Management due to a high external project visibility

SIEMENS

11/2006 – 04/2007 **Global Service Product Manager – HQ Staffing**

Scope	Global product responsibility with respect to the service aspects of the Siemens software portfolio of Microsoft server based applications
Responsibilities	<ul style="list-style-type: none"> ▪ Follow up of the service business case for each application, elaborating the product roadmaps, product cost structure verification, quality control of the service procedures ▪ Responsible for the definition of the product requirements, follow up of the implementation of the required features in the different product lines, defining the training needs for each country based on sales forecasts ▪ International development environment (Germany/Canada) ▪ Teams using both Agile & Waterfall processes, RUP development

12/2005 – 11/2006 **Infrastructure Project Manager**

Scope	Infrastructure projects for external customers – data & voice integrations
Sector	Finance (Dexia, ING, Linklaters), Industry (Barco), Government (VSKO), Life Sciences (AZ Lokeren, UZ Gent)
Size	Portfolio of ~20 projects, each ~20 mandays ~6 people ~200 K€
Achievements	<ul style="list-style-type: none"> ▪ Responsible for the coordination and follow up of infrastructure implementations at external customers throughout all vertical markets ▪ Leading the project team and activities ▪ As a SPOC responsible for the customer satisfaction from kick-off till delivery ▪ Participating in the setup of an internal Project Office

02/2005 – 12/2005 Solution Integrator – Identity & Access Management

- Sector Finance (Fortis), Industry (Barco, Electrabel)
Domain IAM, RBAC, FTP, LDAP, AD, ODBC, XML, Scripting
Responsibilities
- Responsible for the build, maintenance and operation of IAM-integrations
 - Implementing HR processes, directory and database integrations, password synchronizations, Single-Sign-On, Role-Based-Access

10/2001 – 02/2005 Product Expert – ContactCenter Solutions

- Sector Finance (Dexia, Landbouwkrediet, Generali, Winterthur), Industry (Roularta,...),
Government (FOD Economie, Eurocontrol, ...), Life Sciences (UCB, Becton Dickinson,...)
Domain ACD, IVR, CTI, CRM, ERP, Microsoft, Citrix, SQL, ICT Technologies in general
Responsibilities
- Providing technical and conceptual consultancy for the implementation of contact centers and service desks
 - International customer support and project implementations (Europe | Africa)
 - Providing software training to service engineers and customer responsables
 - Product responsibility for the servicability aspects of contactcenter applications (Voxtron Axxium, Siemens Hipath Procenter)
 - Responding to RFPs during pre-sales phase

06/2001 – 10/2001 Service Engineer – Telecom PABX support

- Sector Finance (Axa, Dexia)
Domain Windows NT/2000 systems, TCP/IP networks, Siemens PABX, Unix based environments
Responsibilities
- Configuring the operating system and software of telecommunication systems (Siemens PABX)
 - Operational monitoring (availability, capacity & continuity)

ECONOCOM

10/2000 – 06/2001 IT Support Engineer – 1st and 2nd line IT support

- Sector Finance (Fortis) & Industry (Fabricom)
Domain Microsoft NT/2000 systems, TCP/IP networks, extensive application portfolio
Responsibilities
- Delivering 1st and 2nd line IT support (hardware | software, service desk | on-site)
 - Making use of Peregrine as a Service Support tool