

Personal :

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 d.o.b. : 29 january 1970, Deurne
 nationality : belgian
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Education

1983 -'88 Modern Humaniora - Science B; Sint-Jan Bergmanscollege Antwerpen - Merksem.
 1989 -'93 Master in Engineering : Electro-Mechanics, option IT & CAD/CAM; Katholieke Industriële Hogeschool Antwerpen.
 1993 -'95 Master in Safety Engineering - Head of VGV level 1, Vrije Universiteit Brussel, certificate.
 1995 - '96 Entrepreneurs license as Court Expert / Estimator / Advisor in real estate, CMO Antwerpen.
 2006 - 2008 Master in Computer Auditing (Master Degree in IT Assurance & Governance, based on COBIT 4.x), University of Antwerp Management School, fac. of applied economics.
 2009 Energy Expert (type A residential, preliminary to type B non-residential), Vrije Universiteit Brussel.

Executive Summary :

Professional experience : strategic, service, result and business driven IT management & consultancy in an international context, covering all aspects ranging from staff (re-)organization & operations (in/outsourcing & bodyshopping), process & control improvement over new biz & IT development, merger & enterprise integration, Business Continuity & Disaster Recovery Planning to program management & governance, based on industry standards like ITIL, Prince2 and COBIT.

Professional objectives : aiding companies achieve their business goals via information technology solutions, service & management that are not only effective, efficient and economic; but also qualitative, controlled and aligned on all levels (board, director and audit level). Overall strategic, tactical (delivery), operational (support), risk & control management respectively, resulting in information technology that is supporting, enabling and contributing to the business.

Work experience :

current : **FAGG-AFMPS**
Outsourcing Transition Manager
 Aligning ICT to its new strategic, commercial, and European mission, moving away from a shared environment / datacenter, after the federal agency split off from its federal mother-institution Public Health. Thus performing the Program Management for the setup of its own ICT infrastructure, reshaped organization and partnership collaboration, comprised of:
 - core DB & apps outsourcing to CEGEKA for housing/hosting/development (AIX, Oracle, Filenet), aligned to consolidation, SOA & master data architecture roadmaps
 - regrouping/outsourcing commodity apps to Shared Services (AD, email, file, internet, SQL, VPN)
 - outsourcing telecom towards Smals/Colt for hosted VoIP services
 - construction of a new local datacenter, insourcing local apps & infrastructure and the creation of a new 3tier development environment (DIAP)
 - setting up service/process based operations, SLA/UC service management with suppliers, governance framework & KPI's (ITIL, Cobit, Prince2)

2007H2-09Q2 **IBS Technology & Services nv**
 interim COO & Reorganizational Change Manager
 in an international ERP & iSeries environment servicing the middle Europe client region UK-Poland
Operations Manager of Infrastructure Services BeNeLux: reorganization of the IT-factory (35p) aligned to international restructuring plan, process & efficiency improvement, ITIL implementation
Business Development Mgr.: strategy & cornerstones redefinition, marketing plan, sales process vs. support & delivery re-alignment, product & services portfolio review.
IT management Consulting : ITSM, bodyshopping, out/insourcing implementation & SLA/contract management for Fedasil, AtlasCopco, MCS, 2XL, DeJond, Omya, Dehon, Proton, Herfurth-SDS, Engels, Artas, ...

- 2007H1 : **MERCATOR Verzekeringen nv** (freelance consultant) :
 Interim Program Manager : infrastructure outsourcing transition, stabilization & DRP kickoff
 Consultancy : BCP alignment, DRP & Datacenter architecture, Telecom architecture
 Coaching : PMO setup, process improvement, technical architect cell setup.
 Operations : Problem Manager, SLA-PKI control, Telecom (Infra, CC & Biz process review)
- 2006H2 : **EUROCLEAR** (freelance consultant) :
 interim/crisis management as Initiative Project Leader: regarding 'DRP 2+1 DataCenter Setup & Validation' (Mainframe-Tandem-Unix-Wintel-EMC-Cisco) :
 - final rehearsal & launch of dual Local DR datacenters : server base- & timeline, network connectivity migration, phase-out strategy & planning
 - preparation 3rd Regional DR datacenter : HLTD, server baseline & phase-out planning, computer room relocation & coordination of surrounding projects for KVM, pre-patching, PDU, HVAC
- 1997-2006/03 : **MARSH nv** as sr. executive reporting to managing director & COO, as :
IT Manager:
 - Strategic : IT vision & business plan, translation into ICT delivery & support plans plus enterprise architecture & security framework, BCP & cultural change, business development (commercial web services)
 - Tactical : DRP implementation, change/ program management, mergers & acquisitions, consolidation & integration, middleware segment for client & partner collaboration services, innovation, sdlc/offshore outsourcing, mainframe ops in/outsourcing (IBM, Sogeti, ...)
 - Operations : build up entire IT organization (12p int.), implementing ITIL service practice & project management foundation, vendor selection & procurement, sourcing, knowledge export & people coaching,
 - General: Business Process (re-)engineering, procedure-control-audit advisory role, continuous improvement & benchmarking vs. industry standards (ITIL, Cobit, Prince2, etc...), CAO81 implementation
 - EMEA role: group support liaison, new technology/knowledge provider, web service hosting,
 - Client facing : consultancy & project management, web services for global clients, EDI, implants: setup-logistics-organization, supply chain integration (vessels, claims handling, ...)
- Key figures :
 - dual active datacenters, supporting 4 sites in Belgium, 1 in Luxemburg & 3 at clients' with implants,
 - production: 15M pages of paper per year,
 - user community of 750p with an availability SLA of 30 minutes with full remote support and a biz continuity SLA of 10 minutes
- Facility Manager :
 - responsible for 2 sites in Belgium regarding : real estate, construction & maintenance, interior design, relocations, merger integration & consolidation, purchasing, archiving, fleet, safety & security.
 - head of general services Antwerp office
 - national technical & business process improvement advisor
- Key program & project leads:
 1997 Antwerp office relocation (greenfield for building & ICT)
 1998 Johnson & Higgins merger relocation & integration project
 1999-'00 Sedgwick merger relocation & integration, ruthless hardware standardization program
 2001 Roeselare office relocation (greenfield for building & ICT)
 2003 Liège infrastructure modernization
 2005 Bxl triple office relocation to adjacent building with 3rd mini-datacenter
- Client facing projects:
 1998 DAF-Olen: B2B consultancy for casualty management software implementation
 1999 KPN-Orange : B2B consultancy regarding call center claims script & integration with backoffice (Informix) & ERP systems
 2000-'01 GE-AVIS Lease-KBC and Aquafin : implants & B2B EDI consultancy (IBM mainframes)
 2004 RCI : implants & B2B EDI consultancy
- '96 - '97 : **MAXIMA nv** (Speed² & Exell), as After Sales Service & Support Engineer for mainly the Apple Computer division responsible for : international warranty support, hard- & software, systems, networking, printers.

'95 to current : ICT Management & Technical Consultancy :
- real estate broker De Meester, - pre-press company Polygon,
- insurance broker Jan Valgaeren, - expertise office De Wispeleir,
- sports club KBSC, - several retail stores
- medical practices - several schools

Skills :

languages : Dutch: mother tongue English: fluent
French: fluent German: notions

personality : completely balanced profile category and thus easy fit with other & more specific profiles

ict : mainframe, unix, AS/400, Wintel, Apple-MacOS, storage & virtualization, networking & firewalls, SOA-EAI-BPM-ESB, DWH-BI-CRM, document management, ERP, printing, telecom, security

hobbies : hi-end HiFi & AV, cars & motorbikes, RC & scale models, shooting & hunting, swimming, cycling.

Additional training:

'96 : Apple Authorized Service Engineer (AASE-nr°: 9605-659).

'97 - 2009 : *technology updates* to improve staff/vendor communication & strategic planning (wintel, i-series, storage, eai/soa/bpm, networking, monitoring ,...);

management training:

- "Service : The Human Factor", Time Management International.
- "Service Desk Management & Organization" (based on ITILv1), Business Training.
- "Communication: group dynamics, speaking in public, conflict resolution, meeting techniques", Cégis.
- ITILv2 Service & Prince II Project Management.
- "Agile Project Management", Prof.dr.Guido Dedene, SAI.
- "MBA in 1 day", Drs. Ben Tiggelaar, Kursaal Oostende
- "Workshop ITIL V3", Ms. Sharon Taylor, SAI.
- Workshop CobiT user guide & ITIL mapping for Service Managers, Isaca-Itsmf

Publications :

'93: "Computer Aided Design for Acoustical Mapping - Sound 3D cartography software programming in Autocad database", thesis at KIHA & AIB-Vinçotte.

'95: "Case study of the traffic induced noise impact in the community of Erpe-Mere", thesis at VUB.

'96: "Case study of a Court expertise for end of lease, Insurance expertise fire damage, Dispossession expertise", thesis at CMO.

2008 : "Using COBIT 4.1 as an assessment & facilitator tool for Reorganizational Change Management", thesis at UAMS ([link](#))

References :

mr. F. Del'hay, project & account manager, SIMAC nv, Kortenberg +32 475 691931
mr. P. Bruyland, COO, Marsh nv/sa, Antwerp-Brussels +32 475 424621

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