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EXECUTIVE SUMMARY

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PROFESSIONAL EXPERIENCE

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| **Company** | BASE (Telenet) |
| **Role** | Program Manager |
| **Tasks** | * Implementation of CRM Campaign Management roadmap. (Successful delivery of 6 projects) * Offshore development at Tech Mahindra (India) for customisations of the Comviva tool with integration to DWH & BO applications. |
| **Methodology** | **Agile** |
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| **Company** | Thomas Cook  Belgium & The Netherlands |
| **Role** | Program Manager  **Project Manager**  Change Manager  **Scrum master** |
| **Tasks** | * Implementation of B2B E-commerce solution in TC Netherlands and integration with Back-End systems (ATOS) * Implementation website Thomas Cook Belgium, including integrations with ATOS and Nurvis * Implementation Selligent for Campaign Management in TC Belgium * Implementation CRM – Salesforce in TC Belgium * Implementation new Price Grid Application for Travel brochures in TC Belgium * Nearshore development (Skelia - Macedonia) and in Belgium. |
| **Methodology** | **Agile** |
|  |  |
| **Company** | Belgacom - Proximus |
| **Role** | Program Manager  PMO Manager |
| **Tasks** | * Implementation new application for the Point Of Sales (150 Teleboutiques and Telebusiness Centers) and integration with Back End systems / ERP systems (including SAP) * Implementation of new order Management System * Implementation new Customer DB * Set up of a PMO |
|  |  |
| **Company** | Mercator / Baloise |
| **Role** | Program Manager |
| **Tasks** | * Integration of Bank and Insurance departments. * Implementation of new (webbased) Front End Application for the Mercator Agents and integration with Back-End systems |
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| **Company** | Medialaan (VTM) |
| **Role** | Demand and Release Manager |
| **Tasks** | * Prepare and lead release planning meetings. * **Coordination** between different Departments at **Business and IT** side – stakeholder Management * Risk and issue Management * Challenge on planning. * Cooperation with other demand and release Managers * Provide info / status to Management. * Follow up on Quality / Testing * Propose improvements in methodology. |
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| **Company** | Atos Worldline (AWL) |
| **Role** | Program Quality Manager |
| **Tasks** | * Make the Bancontact / MisterCash electronic payment scheme for debit card transactions compliant with European SEPA regulations * Migration of Front and Back Office applications to new Platforms. |
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| **Company** | Mediagenix |
| **Role** | **Project Manager** (incl portfolio mgt) |
| **Tasks** | * Responsible for the implementation of Mediagenix software solution (Whats’on) at VRT, RTBF, MTV, Viasat & P7, WDR, NRK, BR (Broadcasting). * Different international simultaneous projects. * Presales, Implementation, Post go Live. * **Agile** Methodology. * Offshore development and support. (Ever Near – Macedonia) and in Belgium * Enhance relation with the customers * Improve relation of the team internally. |
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| **Company** | Telenet |
| **Role** | **Project Manager** |
| **Tasks** | * Implementation of application for Logistics of iDTV. |
|  |  |
| **Company** | Jan De Nul |
| **Client** | If applicable |
| **Period** | Month Year - Month Year |
| **Role** | Change Manager  **Project Manager**  SCRUM Master |
| **Tasks** | * Implementation ”basic” Project Management Methodology * Implementation tools for Logistics. * Worldwide migration Financial Tool   **Agile** Methodology. |
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| **Company** | KPMG |
| **Role** | **Project Manager** |
| **Tasks** | * Implementation of SAP FI, CO, HR, PS |
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| **Company** | Dexia |
| **Role** | Test Coach |
| **Tasks** | * Implementation of Test methodology within the divisions. |
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| **Company** | Wegener |
| **Role** | **Project Manager**  Coordination in RFI / RFC / RFP procedure |
| **Tasks** | * Implementation Earned Value Methodology * Selection Tool for Portfolio Management |
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| **Company** | SAS/Argenta |
| **Client** | If applicable |
| **Role** | **Project Manager** |
| **Tasks** | * Implementation of Credit Risk Application (SAS) at Argenta. |

ACADEMIC BACKGROUND

**Civil Engineer Computer Sciences** – K.U.Leuven (1987)

LANGUAGES

|  |  |
| --- | --- |
| **French** | Very good |
| **Dutch** | Mother Language |
| **English** | Very Good |

SKILLS & TRAININGS

* Program and **project management in large and complex environments** or situations:
  + Eg if Co-operation within internal divisions in the organisation is not optimal. Or if there is a long history of the project / program.
  + Co-operation with external parties is not properly arranged.
  + **Complex solutions** (new technology or new software solutions).
* Negotiations with external parties**.**
* Program and **project management**.
* Implementation of **Lean & Agile Development** Methodologies (Scrum - Sprint):
* Outsourcing (offshore and nearshore: Macedonia – India)
* Management of Program Management Offices. (PMO)
* Implementation of Project Management Methodologies based on PMBOK, Prince II,
* Change Management.
* Implementation of advanced Project Management techniques e.g. the Earned Value.
* Implementation of test methodologies (e.g. based on V model)
* Quality Program Management.
* **Coaching** (project management, outsourcing, methodology implementation)
* Coordination in RFI – RFC – RFP procedures, writing RFP’s, contract – SLA negations
* Selection and implementation of tools for ERP, CRM, Project and Portfolio Management, Test Management.
* Audit on programs and projects.

MISCELLANEOUS

Golf

Tennis

Kiwanis (service club)

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