

Contact

www.linkedin.com/in/steven-pals-b83808 (LinkedIn)
www.belgacom.be (Other)

Top Skills

Data-architectuur
IT-leiderschap
Nederlands

Steven PALS

Head of Data Architecture & Transformation - Chapter Owner Lead
Data Architecture & Engineering at Proximus
Antwerp Metropolitan Area

Summary

Steven Pals is civil engineer in telecommunications and works since more than 30 years for Proximus , the market leader for global telco solutions in Belgium.

Since the move of Proximus to the agile delivery model, Steven is the Chapter Owner Lead for all the Data Architects and Engineers serving Proximus data workers.

He is also involved in the transformation of the Data Architecture towards a data domain driven, real-time, sovereign platform and tools. Since Q4 2024 an ambitious transformation towards public cloud (Microsoft Azure) has started. Part of this new data architecture is also a new delivery model based on Agentic AI.

Previously his responsibility was the IT customer experience where he bridged the IT organization towards the consumers of IT services (both external and internal).

From January 2013 to October 2016 he was in charge of the billing systems (including customer databases) of Proximus. He led also the IT transformation program on "flexible rating and invoicing".

Between 2007 and 2013 he was responsible for the IT part of ERP systems (Finance, Logistics, Procurement, HR) , mainly based on SAP technology.

Before this, he was leading the IT infrastructure domain where the engineering and operations were executed of the Belgacom IT infrastructure (network, storage, servers, databases, middleware, office automation hardware and software services).

Strengths: broad experience in IT infrastructure and software development, program manager experience, drive for results, stress resistance, collaboration skills, people management.

Experience

Proximus Group

32 years 5 months

Chapter Owner Lead Data Architecture and Engineering

June 2023 - Present (2 years 9 months)

In the agile delivery model responsible for the people and skills of data engineers, data architects, data tools specialists and data operations. On top of the people responsibility, there is also setting out the data strategy and the strategic workforce planning.

Leading the data transformation track to deliver a new North Star Data Architecture based on lakehouse technology, realtime components and Azure public cloud as the foundation.

Rolling out a new software delivery method to create data pipelines, based on Agentic AI.

Head of Data Architecture, Delivery & Transformation

June 2019 - June 2023 (4 years 1 month)

Brussels, Brussels Region, Belgium

In the newly created data division, Data Architecture and Transformation hosts all data architects, datawarehouse architects and the tools competence center (Teradata, Microstrategy, PowerBI, Informatica, Hadoop eco system, Collibra, CI/CD framework for data,...). Since beginning of 2019 the transformation of the complete data architecture is also the responsibility of this team.

The Data Delivery domain hosts all data engineers that deliver data analytics requests, advanced analytics use cases and the data part of corporate projects.

Lead of DAX department (Data Analytics, Artificial Intelligence, IT Customer Experience)

August 2018 - June 2019 (11 months)

Inside the IT division the DAX department delivered and operated the data analytics part of corporate projects (including the technical enablers for the data transformation and customer journey programs).

It also supported efficiency improvements and innovation inside and outside the division by further extending the expertise in advanced analytics, machine learning and artificial intelligence.

Finally all the IT Customer eXperience initiatives (addressing pain points of user communities, customer experience monitoring, voice of the customer,...) were driven from within this department.

IT Customer Experience Manager

October 2016 - April 2019 (2 years 7 months)

Accountable for continuously improving the experience of IT services for the Proximus customers as well as the internal users (happy customers and happy employees).

Bridge between the IT community and the consumers of IT services.

The experience was addressed on different levels :

- Operational (address pain points reported by users, improve communication channels,...)
- Tactical (improve structurally and include user experience principles in the design of software, implement field feedback loops,...)
- Strategic (increase customer and user intimacy, move from application centric view to user centric, extend end to end business process monitoring,...)

Main realizations : setup of IT user experience dashboard with weekly probing of endusers, increased resilience of front end applications, implementation of intelligent end to end monitoring using Dynatrace and Splunk, correlation of network and IT events, consolidated and automated morning check system, link business processes to IT applications for improved Business Impact Analysis,

Domain Manager Billing & Program Manager "Flexible rating and invoicing"

January 2013 - October 2016 (3 years 10 months)

Responsible for the design, implementation and operations of IT systems for:

- * rating, charging, billing, accounts receivables, collections,.. of fixed, mobile and converged products
- * customer and account management of fixed, mobile and converged customers

Program management for IT transformation program on "flexible rating and invoicing" allowing the Belgacom group to offer converged products faster and with less operational workload. This requires a re-engineering of current billing systems.

Domain Manager SAP and ERP systems

November 2007 - December 2012 (5 years 2 months)

Solution delivery for Finance, Procurement, Logistics and HR systems.

SAP technology support (R/3, ECC, Netweaver, BW/BI, SAP GRC,...)

De Clercq Solutions for track and trace software

Main projects : Merge of Belgacom and Proximus SAP systems (ONE SAP) with harmonized business processes, upgraded platform ECC6, unicode conversion. Based on this a fixed mobile synergies (one company) was implemented, with one chart of account. Also the implementation of SAP GRC (governance, risk and compliance) with segregation of duties was done.

Domain Manager IT Infrastructure

March 2001 - November 2007 (6 years 9 months)

Responsible for the design, implementation and support for :

- * network (Cisco, F5 BigIP, WDM, ATM, SDH, Ethernet, Layer 3 switching, Cisco Wireless, 3DNS)
- * storage (EMC DMX_CX, Hitachi, NAS : NetApps, SAN : Brocade, McData, Legato, StorageTek PowderHorn-SN6000, CentricStore, AlphaStor, Control Center)
- * servers (BS2000, Tandem NSK, Sun Solaris (SF15k), Windows NT-2000-2003, Red Hat & Suse Linux, Debian Linux, AIX, HP-UX (SuperDome), NCR Unix)
- * databases (Oracle, MS SQL, NonStop SQL, IDMS, Teradata, DB2, MySQL)
- * Middleware (Apache, MS IIS, BEA Tuxedo, IBM WebSphere, Websphere portal, Webseal (TAM), BroadVision, NetDynamics, Edge)
- * System applications (MS Exchange, Peoplesoft (CRM), Citrix, Panagon, Authentication (AD, CiscoSecure), Software distribution (SMS, TCM), RightFax, Interwoven Teamsite)
- * Client hardware and software : Windows XP, Vista, PCs, portables, PDAs, Blackberry,)

Server Manager

February 2000 - March 2001 (1 year 2 months)

Responsible for unix servers, Windows servers, BS2000 Mainframe and Tandem Non-Stop servers

Unix - Teradata - Tivoli team leader

October 1996 - February 2000 (3 years 5 months)

Unix team leader

October 1993 - October 1996 (3 years 1 month)

A-Line Data

Support Engineer

January 1992 - October 1993 (1 year 10 months)

Unisys
Customer field engineer
January 1991 - December 1991 (1 year)

Education

KUL
Civil Engineering · (1985 - 1990)

Sint-Aloysiuscollege Geel
Latijn-Wiskunde · (1979 - 1985)