FE Consulting Services CommV

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Personal details	**Frank Engelen** **07/09/1962** **Pulderbos (Zandhoven)** **E-mail: frank.engelen1@telenet.be** **Tel.: +32 478 78 17 51**

Profile

I am a result oriented IT manager with extensive experiences in team leadership. My dedication and perseverance are my strong points to execute assignments successfully.
I have a positive leadership style, focussing on strengths to grow personal and group excellence.
Since November 2014 I am an entrepreneur.

Education

PMI - PMP certified since 2001

1992: PICS (Logistics Management) course

1983 - 1985: French – evening course, LBC – Mortsel

1981 - 1983: Bachelor Informatics, St-Lodewijk - Antwerpen

1980 - 1981: Industrial Engineer, IHAM, Antwerpen

1974 - 1980: Scientific B studies, Xaverius College, Borgerhout

Languages

Dutch: native language	English: excellent	French: sufficient
German: sufficient	Italian: notions	

Experiences

FE CS: November 2014 - Now   Project Manager

November 2014 - Now
Client: Data Support N.V. and Data Support Intl. S.A.
- Project Management for all projects: Implementation of Cloud solutions/ ERP system for small & mid-size companies, applying Agile - Kanban development methodology

September 2016 – June 2017
Client: Trilations – project for SD Worx
- Project Manager: Implementation of a Service Management solution(Cherwell) for International Employment Services at SD Worx:
   - As of February 2017: all 'Payroll coordinators' (+60) operational in Cherwell
   - On going integration of the Back-Office team in Cherwell – pilot phase

February 2017 – June 2017
Client: Trilations – project for the VREG
- Consolidation and analysis of problems caused by the implementation of the Uniek Loket at the VREG, EANDIS & INFRAX
- Liaison between EANDIS, INFRAX and the VREG IT supplier in solving problems
- Providing advice for permanent/structural solutions to solve current problems

April 2015 – February 2016
Client: Coralius – project for EANDIS
- QA & E2E Test Management Services at EANDIS

HP/EDS 1985 – 2014

July 2011 – October 2014   EMEA Java Practice lead / Project Manager
- Team-management: managing 35 Java-engineers and 3 Managers (1 BE, 2 Swiss)
- Capability development:
   - Realisation of a virtual Java capability within HP EMEA Enterprise Services
   - Java Governance Board: Board that performs technical oversight of all Java projects
   - HP GIS solution: realisation of an Open Source based GIS platform
   - Roll-out of Agile – Scrum methods (e.g.: HP Agile Manager)
- Project manager: rollout ES – Service Platform Java Creation Services & Run-time Services. An integrated Java development environment in the Cloud: > 25 projects (= + 90% of all projects)
- Technical responsibility for the execution of all Java/Jee projects. Major clients: Vlaamse Overheid, BNP-Parisbas, Atlas-Copco, Alcatel-Lucent, BEKB, Vodafone & Department for Work & Pensions

March 2010 – June 2011   Program Manager
Project description: Assessment of the impact of the DCO (Data Centre Optimization) – server migration program on all applications (>400) maintained by HP for Alcatel Lucent
- Managing of 3 assessment teams (1 EMEA, 1 US & 1 AP)
- Coordination between all affected teams: DCO team, Application delivery teams, 3rd parties and client

Experiences

October 2009 – February 2010   Project Manager
Project description: Migration of + 130.000 documents to a new Document Management System
- Planning of the transition project that had status red. Determine technical approach how to migrate with minimal impact. Creation of a new project team (planning)
- Development, preparation of the migration (intensive load testing) and execution of the migration (execution)
- Closing the project, dismantling of the team, sign-off transition project (close-down)

2005 - 2009   Technical Delivery Team Manager – Java team
- Team-management: managing of + 90 Java-engineers in de Benelux (in 2008 team extended with German Java-team (+1 manager with 20 Java-engineers))
- Capability development: Roadmap to increase productivity, quality and technical experiences of the team

2003 - 2005   Project Manager / Operations Manager
Project description: Set-up of the AIP (Acceptatie voor In Productiestelling) organisation for the Flemish Government. The AIP organisation assumes the responsibility to perform a final technical control of new or changed business applications before they are taken in production by EDS/Telindus
- Transition project: In cooperation with PS-Testware
    - Define and document the AIP processes, guidelines and procedures
    - Staffing of the AIP team installation of the AIP test infrastructure
    - Transition of the SBS test-frame activities to the AIP team
- As of 2004, Operations manager for the AIP organisation

1985 - 2003   different roles: Systems Engineer, Supervisor, Operations Manager, Technical Delivery Team Manager within the EDS – GM account & Project Manager within the European RMC organisation
- 2002   2003: Co-Project Manager for the 'European Virtual RMC' (Request Management Centers) scope : roll-out of the AVAYA Interaction Center (AIC) in the various RMC's (Nanterre, Bari, Bremen, Mechelen)
- 2000 - 2002: Technical Delivery Team Manager of the Cyberapps team (Java) and Responsible for het Test Specialist Network (20 members) - CMM L-3 initiative
- 1996 - 2000: Operations Manager van de EDS CE-Service – Warranty organisation: operations, maintenance and extensions of the applications for GMIO-Aftersales: NEWS (Claims processing for 31 countries), AWARE (assessment of Claims), RPPR/FFCS (Claims statistics), SAR (Parts Sales Statistics)
- 1993 - 1996: Supervisor EDS Opel Belgium Systems-Engineering team and Project Manager: implementation of B-SDS for Opel France, Opel Finland en Opel Italia
- 1985 - 1993: Supervisor, Account Specialist, Systems Engineer EDS Opel Belgium account and Project Manager: Implementation of New Vehicle Billing, Pricing & Fleet system for Opel Belgium. (B-SDS)

1983 - 1985 (GM)
Trainee: Helpdesk agent - SCOOP (Stock Control Operations & Ordering Procedure)

Skills

Functions / Roles

Program/Project & Operations Management

Service Delivery Management

Team Management

Methods and Techniques

- SLC
- Agile Development (Scrum, Kanban)
- V-Model
- PMBoK (PMI)
- CMMI & ITIL

Technical skills (*)

- Programming languages: Java/JEE, Javascript, Cobol (mainframe) (*), WordPress
- Tools & Packages: Open Source Frameworks: Spring, Wicket, Struts, Hibernate, JSF, GWT, AngularJS (*)
- Build tools: Jenkins, Repository Managers: Nexus, Archiva (*)
- Application servers: Tomcat, JBoss, Weblogic (*)
- Version control: GIT, SVN, Starteam
- Testing frameworks: Junit, TestNG, Selenium
- Reporting tools: Jasper Reports (*)
- ITSM/ITIL tools: Avaya Interaction Center, Jira, Landesk, HP Universal CMDB, Cherwell
- IDE: Eclipse, IntelliJ (*)
- DB: Oracle, PostgreSQL, DB2 (mainframe) (*), MySQL
- HTML, XML

(*) passive knowledge / limited experience

Conferences	Devoxx (Javapolis)
	ADM – 'e-werken': guest speaker

Others	Free time: Ju-Jitsu, travelling & photography
	Member of the Board of Directors (Treasurer) and General Technical Director of the Vlaamse Ju-Jitsu federatie (www.vjjf.be)
	Member of the Board of Directors (Treasurer) of the Belgische Ju-jitsu Federatie - Ligue Belge de Ju-jitsu
	Chief instructor Ju-Jitsu – Juzando, Zandhoven (www.juzando.be)