

# Axel Breens










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## Seasoned ICT professional

**Programme and Project Manager (certified) / People Manager / Business Development Manager**

Versatile ICT professional with more than 20 years of experience driving engagements, business analysis, and operations functions for diverse global organizations. Proven leader skilled at Linking IT and Technology with commercial objectives. Expertise in PMO, programme and project management using classical and agile methodologies, as well as technology integration and people management. Demonstrated history of collaborating with cross-functional and multinational teams comprised of personnel at all levels and from various skill sets. Proven ability to ensure that operations meet the needs of enterprise clients. Enthusiastic, motivated and team player.

## PROFESSIONAL EXPERIENCES

	TELENET	Senior ICT Programme Manager	3/2018 – Present
	ECONOCOM	Manager Operations Centre Infrastructure Program Manager / PMO	10/2016 - 6/2017 (9 mos) 1/2016 - 10/2016 (10 mos)
	NETAPP	Professional Services Mgr Benelux and Nordics Engagement Manager Escalations Manager	7/2011 – 5/2015 (3 yrs 11 mos) 5/2007 – 7/2011 (4 yrs 3 mos) 5/2006 – 5/2007 (1 yr 1 mo)
	EMC BDG	Program Manager	11/2003 – 1/2006 (2 yrs 3 mos)
	MSP	Coordinator of PM's / Project Manager	3/2002 – 11/2003 (1 yr 9 mos)
	CRONOS	Business Consultant / Project Manager	3/1999 – 3/2002 (3 yrs 1 mo)
	ALCATEL	Product Manager	11/1997 – 3/1999 (1 yr 5 mos)
	SIEMENS	Technical Project Leader / Software Designer	5/1992 – 11/1997 (5 yrs 7 mos)
	ABL	Platoon Commander, 6e Linie Bn, Hoogboom	3/1991 – 3/1992 (1 yrs 1 mo)

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## CORE COMPETENCIES

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### **PROGRAMME MANAGER / PROJECT MANAGER / SCRUM MASTER / PRODUCT OWNER / SAFe Agilist**

- Managed full lifecycle of large new and ongoing ICT projects for national and international customers across industries in the range of 100.000 – 2.000.000 € in CAPEX using waterfall and / or agile methodologies.
- Allocate and manage programmes of projects and all related activities. Setup and monitoring the programme governance, strategy, policy, framework, reporting procedures and decision processes. Track & report programme progress with respect to time, budget and demonstrated results to clients and all stakeholders on different levels (CxO, technical...). Performed risk management to minimize project risks.
- Acted as liaison among Architecture, Development, Testing, Release management, Operational Readiness, Infrastructure and Operations teams across multiple locations, including Belgium, India, the US and other stakeholders in Europe.
- Key Projects managed include:
  - Network Service Assurance initiative – Improve the customer experience and financials of the maintenance of Telenet's Hybrid Fibre Coax and Fibre network by introducing new tools based on available operational data (predictive maintenance) and by improving the way-of-working with 3<sup>rd</sup> parties (Unit-T). Epic Owner responsible for the development of lean business cases for different epics making sure that scope matches the strategic vision of the Business Value Stream.
  - Introduction of new Telenet product offerings to the market
    - In Home Connectivity 2.0 (use of Plume pods iso Power Boosters)
    - Introduction of a new All Internet + DTV product
    - Fibre-to-the-Home programme ("FTTH")
  - Prepare the request to regulate Telenet's 5G solution for BIPT
  - Replacement of End Of Life / Out Of Support servers and operating systems thus reducing Telenet's overall exposure to risk and fraud.
  - Netcracker 2021 contract – Teamed up with Vendor Management to rework the current Netcracker contracts into a new 'Agile' contract moving away from their current Waterfall Way of Working.
  - IC2N programme – Manage all activities needed to make our strategic partners Infosys and Cognizant land in the new Telenet Agile Way of Working ('TAWOW') moving away from the current waterfall WoW.
  - Popeye programme – Managed the transition of 85+ Digital and Data resources and 35+ legacy BSS / OSS applications of several incumbent partners to two main future partners Infosys (for Development and Support) and Cognizant (for Testing). The programme also included the management of the University track, the Employee Value Proposition track, Communications to Key Stakeholders and setup of the Contract Governance. This programme aimed to save 33+ mio€ CAPEX over 5 years. Reporting to the CTO and occasionally to the SLT of Telenet.
  - Dependencies on Commercial WholeSale ('DoC WHS') programme
    - Build part - make sure that the historical dependencies of the BASE legacy environment (Ericsson components BSCS / BCS / CVAS, Epiphany...) on the remaining BASE Retail environment are cleared and that a 'Chinese Wall' on the new inventories (Ninas / Dinoman) was implemented. Automation of the SIM Ordering process (towards and from Gemalto / Idemia). Migration of about 7 million IMSI's and MSISDN's to the new inventories. Java development on an Oracle WebLogic environment.

- Decommissioning part - realizing synergies for about 70 (mostly) BASE legacy CSS, BSS and OSS applications that are not needed anymore during and after the migration of Base Pre Paid, Post Paid and B2B customers to the new integrated Telenet / BASE IT stack ('Origin'). This programme realized 12 mio€ savings in TCO for the IT Transformation & Integration BU. Total CAPEX investment of 1.85 mio€.
- Other projects managed include Telenet – delivery of missing promo's on the Origin platform, Telenet – introduction of new EECC regulatory requirements for Card Stop and Number Portability, Telenet – GDPR project to introduce a Test Data Management ('TDM') system for the new Origin platform, Econocom – Introduction of EconoCloud platform using Nutanix hyperconverged technology, BNP Fortis Paribas – Asset management / service desk / interface with SAP, ABX Logistics – setup of 2 IBM iSeries servers / tape robot / Mimix Software, Alken Maes – Infrastructure consolidation programme (Navision, W2K, Citrix, AS400 upgrade, BU and monitoring), EMC – CentraStar 'D' release and Service packs, EMC – Introduction of MS Project platform, EMC – Coordination of 2 datacenters for QA department (200 racks, 3PB), KBC Bank - DBO/2 Draggers- & Bestandsopvolging, BLOSO – W2K migration, Toyota – Extra Care Application, Kluwer – Intranet Site CED Samsom, Xircom N.V. - MIS Department, VRT - Conversion of 'Kost Prijs Systeem', Pinguin - Binnendienst aankoop verse groenten, RVS - Development of a Marketing Support Environment Information System

#### **PEOPLE MANAGER / TEAM LEADER / PROFESSIONAL SERVICES MANAGER**

- Directed teams of approximately 10 - 15 (internal and external) Architects, TAM's, Consultants, SW and HW Engineers who were active in the Build and Run phase of major projects of national and international customers across various industries.
- Supervised a team of 3 – 5 (internal and external) Project Managers who were engaged in various large new and ongoing ICT infrastructure projects for national and international customers.
- Evaluated operations for Professional Services team and drove annual strategic planning through gathering and analyzing feedback from staff, clients, partners and colleagues.
- Responsible for Hiring, Training, Firing, Communicating, Organizing, Controlling, Planning and Evaluating of above teams.
- Technologies covered by the teams were (amongst others): Wintel, AD, Unix / Linux, Solaris, AS400, Oracle, SQL Server, NetApp, EMC, Nutanix, SCCM, CloudStack, CheckPoint, FortiGate, SilverPeak...
- Work in close relationships with the Enterprise Sales District Managers, BU managers, Service Delivery Managers, Incident Managers and Change Managers to understand the current business needs / issues and pipeline.
- Manage technical escalations, provide shadowing opportunities, ensured backlog was controlled.
- Key customers included were Fabricom, ISS, Base, Daikin, Goodyear, VMM, Magotteaux, Toyota, ING, Ministry of Defense, European Commission, European Parliament, European Court of Auditors, KBC Bank, UCB Pharmaceutical, RBS, Rossel, UZ Gent, ASML and ABN AMRO.
- Met or exceeded targets of \$2.5 million in annual service booking and \$3.0 million in revenue during tenure.
- Worked with NetApp partners to ensure joined customer successes, organized Partner Academies to uplift knowledge of their technical resources.

#### **BUSINESS DEVELOPMENT MANAGER / ENGAGEMENT MANAGER**

- Collaborated with Enterprise Account Managers to drive positioning of NetApp Professional Services to major accounts throughout Benelux.
- Designed brand positioning strategy for corporate packages to enterprise clients, as well as created Benelux customized packages.

- Facilitated creation and presentations of Statement of Works, including prerequisites, tasks, timelines, deliverables, and acceptance criteria.
- Worked with NetApp partners to ensure joined customer successes through common engagements ('Design - Execute - Verify' methodology).
- Provided coaching for Project Managers and Professional Services teams during rollouts.
- Generated between 380K € and 670K € annually in Professional Services revenue.
- Served within NetApp Global EM / PM community as EMEA Geo Lead.
- Major clients included KPN Getronics, KBC Bank, Belgacom, TomTom, Mobistar, De Post, UZ Gent, FeDiet, European institutions, and UCB.

## OTHER COMPETENCIES

- Cross-Functional Collaboration, Multicultural Communications, Technology integration, Complex installations planning and staffing, Performance metrics, Leadership and vision.

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## CERTIFICATES

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Certified ScrumMaster, Id: 000741796, Expired: 06 February 2021



Certified Scrum Product Owner, Id: 1010752, Expired: 06 February 2021



Certified SAF 6 Agilist, Id: 28782527-6844, Valid until: 26 April 2024



Centrum Voor Avondonderwijs, Diploma Webdesigner HTML5 & CSS3, 25 July 2019



SmartNinja, Campus Antwerpen, Webdevelopment 1, 27 November 2019

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## EDUCATION

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### **Master in Industrial Sciences / Industrieel Ingenieur Elektronica (HW-engineering)**

Stedelijke Industriële Hogeschool Antwerpen, 1990, met onderscheiding

**Industriële Wetenschappen**, SISO Paardenmarkt Antwerpen

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## LANGUAGES

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**Dutch** – Native proficiency, **English** – Full professional working proficiency, **French** – Professional working proficiency, **German** – Elementary proficiency

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## VARIOUS

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Driver's **license B**, Date of birth **07/12/1966**, Excellent command of **MS Office applications**, Very good knowledge of other IT-tools (**MS Project**, **SharePoint** / **Teams**, **Jira**, **Confluence...**), Personal interest in **Raspberry Pi** / **ESP8266** / **Raspbian** / **(micro)Python** / **IoT** / **MQTT**, Knowledgeable in **HTML** / **CSS** / **Bootstrap** / **JavaScript** / **jQuery** / **Git** / **GitHub** / **Flask** / **Jinja**