

# Axel Breens










Hey-Endlaan 2A, 2910 Essen, Belgium  
+32 473 864 029 | [axel@abrconsultancy.be](mailto:axel@abrconsultancy.be) | <http://abrconsultancy.hopto.me>

## ICT professional

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

Versatile ICT professional with more than 15 years of experience driving engagements, business analysis, and operations functions for diverse global organizations. Proven leader skilled at Linking IT / Technology with commercial objectives. Expertise in PMO, program and project management, as well as technology integration. 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. Previous background in military leadership and staff training. Enthusiastic, motivated, team player, entrepreneur.

## PROFESSIONAL EXPERIENCES

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|---|----------|--|--|
|    | TELENET  | Senior IT Project Manager  | 3/2018 – Present   |
|    | ECONOCOM | Manager Operations Centre Infrastructure<br>Program Manager / PMO                          | 10/2016 - 6/2017 (9 mos)<br>1/2016 - 10/2016 (10 mos)  |
|    | NETAPP   | Professional Services Mgr Benelux and Nordics<br>Engagement Manager<br>Escalations Manager | 7/2011 – 5/2015 (3 yrs 11 mos)<br>5/2007 – 7/2011 (4 yrs 3 mos)<br>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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### **PROJECT MANAGER / CSM / CSPO / PROGRAM MANAGER / PMO**

- Managed large new and ongoing IT projects for national and international customers across industries in the range of 100.000 – 1.000.000 € in CAPEX. Projects varied from 20 – 1000 person days FTE.
- Ownership of PMO departments and performed ambassador role as SPOC. Managed the implementation of a companywide PM methodology using PMI / PRINCE2 'best practices'.
- Allocate and manage programs of projects and all related activities. Setup and monitoring the program governance, strategy, policy, framework, reporting procedures and decision processes. Track & report program 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.
- Identify, develop and recommend process improvements.
- Managed funding activities, including compliancy with IWT and IBBT standards.
- Acted as liaison among Architecture, Development, and QA teams across multiple locations, including Belgium, India, the US and other stakeholders in Europe.
- Key Projects managed include:
  - Netcracker 2021 contract – Coordinate the activities needed to define the new Netcracker 2021 contract "Agile style". Move away from the current Waterfall Way of Working, running workshops to understand the requirements of all stakeholders, alignment on SLA's / KPI's, introduce lessons learned from previous Vendor Management Meetings, introduce a Capacity Based Model.
  - IC2N program – 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. This includes introduction of trainings, introducing new roles / processes, facilitating multi-vendor / multi-disciplinary teams...
  - Popeye program – Managed the transition of 85+ Digital and Data resources and 35+ legacy BSS / OSS applications of several incumbents partners to two main future partners Infosys (for Development and Support) and Cognizant (for Testing). The program also included the management of the University track, the Employee Value Proposition track, Communications to Key Stakeholders and setup of the Contract Governance. This programs aims to save 30+ mio€ CAPEX over 5 years. Reporting to the CTO and occasionally to the SLT of Telenet.
  - GDPR program – Introduction of a Test Data Management ('TDM') system for the new ORIGIN platform making sure that production data on lower environments is made available for testing and development through slicing (applying historical retention) and scrambling (making sure Personal Identifiable Information is hidden from people accessing these environments).
  - B-Hive program – Decommissioning project, focus on realizing synergies with BASE legacy CSS, BSS and OSS systems that are not needed anymore during and after the migration of Pre Paid, Post Paid and B2B users to the new integrated Telenet / BASE IT stack ('ORIGIN'). This project aimed to save 15 mio€ in TCO for the IT Transformation & Integration BU. CAPEX investment of 1.85 mio€.
  - B-Hive program – Dependencies on Commercial Whole Sale project, making sure that the historical dependencies of the BASE legacy environment (E/// components BSCS, BCS and CVAS) on the BASE Retail environment are cleared and that a "Chinese Wall" principle on the remaining BASE WHS environment (Artidium technology) can be applied. Automation of SIM Ordering process (towards and from GEMALTO). Java development on an Oracle WebLogic environment.

- Other projects managed within budgetary parameters include 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 program (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 Dragers- & Bestandsopvolging, BLOSO – W2K migration, Toyota – Extra Care Application, Kluwer – Intranet Site CED Samsom, Xircom N.V. - MIS Department, VRT - Conversion of 'Kost Prijs Systeem', Penguin - 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 IT infrastructure projects for national and international customers
- Oversaw design creation, configuration, data migration, testing, and system-wide audits
- 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
- Coaching of employees, provide career guidance
- Define individual training plans and objectives for the teams in line with local and corporate company goals
- Strategic decision making, seeking synergies, optimizing tools and processes
- 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 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, Expires: 06 February 2021



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



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, Clarity, Jira, Confluence, HP Application Lifecycle Management...**), Personal interest in **Raspberry Pi / ESP8266 / Raspbian / (micro)Python / IoT / MQTT**, Knowledgeable in **HTML / CSS / Bootstrap / JavaScript / jQuery / Git / GitHub / Flask / Jinja / pyTest**