

Belgian, date of birth 2/7/1967    Eric Goffin :  
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**30 years of experience in ICT in large multi-cultural environments**  
**Private and public sectors**

**CEO of two companies, one in Belgium and one in Mauritius island:** the first one in the context of ICT recruitment and the second one in the IT backbone fiber infrastructure sector and solar system installations.

**Manager of infrastructure department :** over 70 buildings and 43K users with an average budget of 100 millions euros. The infrastructure included one data center, 300 data/computer rooms, backbones, network and communication hardware, software, servers and firewall. Supervision of the installation of more than 2000 WIFI access points and mobile network installations.

**Management of network installation for new buildings & relocation of users. :**

Set up of technical tenders, management of team resources. Planning of cabling, hardware , software, server, firewall. Installation of operating system and security configuration to enable network connectivity for new buildings. Organisation, communication and support to relocate users from the old place to the new one.

**System and network Microsoft engineer:** administration, monitoring, installation and configuration of both network infrastructures, servers and PCs of small and large IT parks.

**Management**

- Manage the budget: ensure the control of budgets related to developments in information systems.
- Plan activities and ensure that the schedules are respected. Risk and impact assessment
- Ensure the hierarchical supervision of all IT teams and reporting to the management
- Manage subcontractors : call for tenders, choice of service providers, contract management, technical follow-up.
- Good knowledge of the outsourcing market: IT services companies, consulting firms and management of a relationship with subcontractors

**Installation, maintenance and security of operating and information systems**

- Define the maintenance policy of the computer park.
- Supervise the purchase of computer equipment and software.
- Oversee the infrastructure of information networks and ensure their operation and security.
- Define or apply standards for databases, tools, systems or networks.
- Plan maintenance roadmaps
- Define quality and security procedures for information systems.

**Management of business projects**

- Identify user needs, monitor and propose arbitrations. Define and manage human and financial resources.
- Produce the monitoring charts of exploitation. Guarantee the respect of specifications.

**Skills**

- Ability to see the big picture. Analytical skills. Problem solving oriented
- Negotiation and public speaking skills good knowledge of information systems
- Good knowledge of applications and technologies used on the market, major computer languages and operating systems\*
- Knowledge of the business and organisation of a company, the needs of other directions

**Trainings, Languages and certifications**

- Français / Anglais
- Graduate in IT Institut Supérieur d'Etterbeek
- ICHEC 3eme cycle in economies
- specific : ITIL, PRINCE II, SCRUM, AGILE, PMI, MCSE, CITRIX, CISCO

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## Professional background

### CV Management 16 years

**ORANGE** : *Infrastructure inventory & asset manager OSS tool*

Actual

OSS infrastructure Asset & Inventory management, coordinating and supporting the strategic development of assets for OBE organisation. Responsible for managing and completing all administrative processes related to OSS/OBE management, overseeing escrow related to replacement reserves and tools, scheduling property inspections, preparing inspection files, collecting financial and technical data, analysing financial statement.

**FOREM** : *Business consultant for Formapass*

**1 year**

On my return from Mauritius, the Forem hired me to carry out a complete overhaul of their formapass system.

Formapass offers to all Forem employees the opportunity to propose and enrol job seekers in the most adapted trainings. This web-based application also allows external partners such as IFAPME or the Maisons de l'Emploi to publish their training offers and to monitor the bookings. Formapass presents more than 8000 trainings references and manages 20 000 bookings/year

An analysis of business needs and a thorough revision of their rules in a complicated context (silotage of the departments involved and complexity of the organisation).

**Mauritius island** : *CEO SECUPRO responsible for the execution of a large governmental project to migrate to fibre-optic network*

**3 years**

Thanks to my experience at the European Commission, I had the opportunity to lead SECUPRO in charge of a vast infrastructure project in Mauritius.

As part of the transition from a copper infrastructure to optical fibre, SECUPRO was in charge of the management of more than one hundred teams in the field and in central for the migration of some 50 Mauritian public buildings: military bases, ministries, large farms, school and university buildings, hospitals.

This mission required a great capacity of cultural and administrative adaptation, the acquisition of the local legislation as well as a totally different management of human resources as compared to Europe. My experience at PWC in Africa (Dakar and Cape Town) was very useful.

**European Commission** : *DIGIT Infrastructure Manager (Belgacom/di data)*

**5 years**

I was hired to be the right-hand man of the European Commission's infrastructure officer in Brussels. As such, I oversaw the entire service : work distribution to the various managers of software (Belgacom / DI-Data) and hardware (Intrasoft) teams and their control

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Main constraints were a service availability of 99.9999%, permanent relocations of several DGs and constant takeovers of new buildings

Installation of new buildings, inventory management, equipment decommissioning, set up of new computer rooms, the rollout of more than 5000 switches in 70 buildings, the expansion of WIFI and VoIP. Replacement of the fiber backbone for MPLS

Regular requests for specific projects such as VOD installation and replays of conferences in the 70 buildings occupied by the European Commission, installation or update of translation and conference rooms. Because of the organisation size, the needs for new computer rooms and updates of existing ones were permanent.

**Service Public Fédéral Finances: project manager Data Center**

1

**years**

Based on my experience in network and IT deployment, I wanted to find a project "Datacenter":

Telindus offered me the project ATLAS where I had the opportunity to manage the implementation from A to Z of the Datacenter of FPS Finances :

Building structure, electricity, airco, racks, disk capacity, switch connectivity, UPS. Management of multiple subcontractors and commissioning in a constraining environment.

Time constraint was particularly important because the new Data center had to be in production to host the Taxonweb application. Taxonweb is used by millions of Belgian citizens to file their tax return and has a high visibility for Belgian public services.

**PriceWaterhouseCoopers : consultant data manager MIS (Brussels–Dakar–Cape Town) Project:EU ACP monitoring over 70 countries**   **3 years**

I responded to a call for tenders of the European Commission with PWC. Our technical solution for a MIS and the establishment of a local reseat in Africa has been retained. the call for tenders concerned the monitoring of EC aid in the ACP zone

The main challenge was to set up and implement a system not only in Europe but also in Africa. The main objective was to manage 300 experts whose mission was to monitor over 2000 projects financed by the European Commission in 60 countries located in the ACP zone.

I participated in the establishment of 2 local offices (one in Dakar and one in Cape Town) and in the training of the local staff.

Monitoring reports are used to build statistics on how performant the European Union aid is and to help the Members of the European Parliament to determine the amount of aid for the next years

**Alter Ego Services : CEO Recruitment company in ICT**

**3 years**

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After 14 years spent in IT specialised placement circuits, I decided to create my own IT specialised recruitment agency.

I determined the global strategy of the company, based on my own experience as IT consultant. I created the company and executed the business plan and recruited salesmen and a HR responsible. I built trusted relationships with key partners and stakeholders.

I was in charge of the day-to-day management in all its aspects : P&L, team management, accounting and tax matters, commercial and bank.

The agency grew rapidly and I sold the activity to the Brunel Group. By that time, 40 people were outsourced as consultants among large accounts.

## TECHNICAL CV : 14 years

**European Council : DIGIT System engineer Microsoft Monitoring**

**4 years**

Analysis, configuration and implementation of Microsoft "System Center Configuration Manager" on an IP infrastructure with switches and routers. Deployment on print and software servers and the complete computer park.

Migration of 40 servers and 2000 client computers spread over 3 geographical sites – Management of procedure incident and package deployments for the whole computer park (client and server)

**European Commission : DG EAC Network engineer Microsoft MSCE**

**1 years**

When I returned from Luxemburg, DG EAC was looking for a consultant to make the transition before hiring an official.

I performed the standard role of network administrator: creation and management of users and access rights, group management, management of external network connections and backup systems.

**European Parliament : DIGIT Network/system engineer : (Luxembourg)**

**2 years**

Head of the "Technology Watch" laboratory: more than 400 technical solutions evaluated in the areas of monitoring, switches, databases as well as for new hardware and software products launched on the market. Technical evaluation of tenders, reports and recommendations.

**European Commission :DG VII network/system/workstation engineer**

**2**

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Microsoft/Unix

years

DG VII (Transport) changed computer systems and abandoned Wyze terminals for Windows PCs. This migration involved as much the technical aspects as the training of the users to the new computer tools put at their disposal.

I took charge of the technical configuration of the PCs, the organisation of their deployments and the training of the 400 users in a multi-cultural and multi-lingual framework. The organisation was particularly tense because physical migrations required parallel training and user support.

Elise : Network and system engineer, NOVELL

2 years

Elise was a non-profit organization of 20 people who managed a database project of the European Commission as part of local employment aid in Europe. The association moved to a new building and moved from a UNIX network to a NOVELL network

I took care of the entire infrastructure, servers, applications, backup systems, telematics systems and staff training.

IT Consultant

3 years

At the end of my studies, I started my own IT activity: prospecting and managing small customers (non-profit organizations, NGOs, independent) for the installation and configuration of PCs, local area networks and cabling. Staff training. Troubleshooting and sale of PC hardware, server, backup, printer.

#### Technical annex:

During my career, I worked with many technologies (hardware and software) :

**Infrastructure** : *T-1 Line, DSL, Satellite, Wireless protocols, IP addressing, Routers, Switches, LAN cards, Wireless routers, Cables, Fibre, backbone, switch/router/CISCO/TELCO/PABX/VOIP/VOD/ VPN, Cloud*

**Network** : *Network operations and management, Firewall, Network security applications, WIFI, TCPIP, LAN/WAN, dns, dhcp, proxy, DMZ, BlueCoat, IIS, Apach, mail server,*

**Operating systems**, : *Microsoft windows server and workstation, MAC OS, LINUX/UNIX, AS 400 Mainframe, ,MS-DOS, widows 3.0, windows 10*

**Microsoft** : *System Center Configuration Manager, MS-project, Sharepoint, office 365, Tech-Net, Microsoft Cluster Server, IIS, Ms-project, power-BI*

**PAO** : *Final cut pro, pagemaker, Ventura publisher(suite corel), Microsoft Visual Studio, photoshop*  
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**DB** : MySQL , CMDB;

**development** : assembler, C, C++, java, scripting, ASP, Pascal, Cobol, cold fusion , Dreamweavers, HTML, CSS, SQL, visual basic

**CRM** : Joomla, Wordpress