

- Kaupthing Bank Belgium (02/2008-10/2008)

Responsibilities

- Program Manager for several IT and banking projects (business & compliance driven)

Achievements

- Managed IT outsourcing project to ASP for complete banking server infrastructure
 - Technologies: Wintel VMWare servers, Citrix thin-client AppServer, IBM AIX platform (Oracle DB, Thaler banking application), custom web banking front-end, Swift, payment gateway solutions, etc...
- Setup of ITIL processes for Incident, Problem, Change & Release Management, Service Desk streamlining and SLA follow-up, risk management
- Negotiated and setup of IT Governance specifically tailored to outsourcing situation with SLA responsibilities

Other recent projects

- Project Management (functional requirements, planning, budgeting, implementation) of hardware & software platform for web 2.0 company active in software development of social networking 3D virtual worlds as well as functional & business analysis and database design with follow-up implementation of data mining database back-end
- As Project Team Leader research, coordinated design and implementation of several scripted software solutions for aforementioned company
- Project Management and design of content management system (CMS) websites for companies in Internet sector and real-estate sector as well as marketing and product management consultancy associated with the web projects

TraTrix N.V. (06/2003 – 02/2007)

Buy-side institutional trading firm (Financial sector)

Managing Director & Project Manager Trading Research Projects

Responsibilities

- Requirements analysis and project planning of LAN/WAN network and systems infrastructure project as well as implementation of chosen infrastructure
- Define functional & technical specifications for several data exchange projects (market data, order flow, clearing, ...) with international business partners in Europe, USA & Canada and manage software development team to create specified connections
- Based on service requirements, find suitable business partners with matching offerings
- Project management of several research projects of a statistical analytical nature in the area of equity trading (technical analysis, short-term transactions)
- Responsible for operational management of the trading platform and its day-to-day activities

Achievements

- Successfully searched and found ideal business partners (data provider, WAN/Telco network provider, executing broker, prime broker) with right business philosophy catering to the specific technological customer demands
- Managed the implementation of state-of-the-art trading platform with fault-tolerant private network connections
- Implemented operational schedules and team management to satisfy functional and operational needs to have the production trading platform running smooth with SLA-alike intervention procedures in case of problems.
- Coached highly motivated developers team technically and in specific trading methodology
- Provided timely project management to complete project components well in time of operational deadline.

Integrated Network Solutions (03/1998 – 05/2003)

ICT integration sector

Network Architect & Solutions Marketing Manager

Responsibilities

- Project Management of internal corporate conversion project with special emphasis on transforming the company from a product oriented sales model to a services oriented approach in several business areas
- Project Management of post-merger (between INS and an IVR-niche company) activities in terms of corporate culture, product alignment, sales & marketing story, human resources, etc...
- Advising role to top management on product choice and strategic partnerships fitting with company's goals, on technologies like VoIP, security, video conferencing, networking, etc...
- Business Development and giving presentation lectures, trainings (in-house and to customers) and support to European subsidiaries of the Belgian head office, keeping local country and market differences into account
- Provide PM consultancy for B2B industrial, medical & financial world customers with emphasis on determining ICT functional requirements, providing workable solutions and facilitating implementation

Achievements

- Facilitated smooth transition in corporate restructuring from a product to a services oriented approach
- Setup a number of strategic technology vendor partnerships resulting in overall innovative company image and increased sales
- Provided valuable technological information to top management on the state of the market and new technologies which allowed them to make better business decisions
- Personally became one of the earliest leading people on VoIP technology in Belgium resulting in being quoted in several business IT magazines and invited to speak at conferences on the subject
- Fine-tuned post-merger integration of 2 different corporate cultures and product offerings into one
- Provided excellent pre-sales ICT project management for customers in terms of voice and data LAN/WAN integrations and IVR solution implementations

Landis, ICT N.V. (08/1996 – 02/1998)

ICT Network & Systems distribution

Product Manager

Responsibilities

- Provide pre-sales consultancy for ICT retail and B2B customers on pioneering networking hardware products like Cisco Systems, Nortel Networks, Xircom, Intel Networking, etc...
- Creation of product and technology awareness through presentations and road shows for technologies among other video conferencing, voice/data integration and network security

Achievements

- Successful managed several technology transitions for corporate customers and Internet Service Providers on a project basis
- Set up and maintained good customer relationships with several international integration companies as well as local retail stores and smaller scale integrators.

Management level skills

Very diverse background in managerial skills acquired through managing projects, including:

- Program/Project Management : several types of transition projects, operational management, ICT voice & LAN/WAN/Telco system and network implementations, software & web R&D projects, all in finance, ICT, medical and industrial sectors
- Change & innovation management : company change (Operational, Tactical & Strategic), market change, corporate culture change, HR change models (e.g. self managed teams)
- Product Management : including pricing, product range, inventory management, marketing of supplier product and in-house developed products
- Business analysis & Functional analysis : business analysis projects in Operational Management; functional analysis on requirements and solution implementations
- B2B and B2C Marketing : design and implementation of marketing mix of high-tech services offerings in all stages of product life cycle in oligopoly and perfect competition markets
- HR & Efficiency improvement : effective communication between corporate stakeholders at different levels, topics like group behavior, leadership, motivation, effective coaching and human asset potential
- Process & Methodologies: ITIL, Prince2, basic CoBIT, BPR (Business Process Reengineering), process design

Technical level skills

Extensive technical skills gained through managing projects including:

- R&D & software engineering: active know-how in programming C/C++ & database on Windows platform, back-end web design, MySQL database, .NET/Mono application design for Windows and Linux systems.
- Operating systems : Windows Server/XP, Linux (Redhat/Fedora/CentOS)
- Virtualization technologies: VMWare Server Infrastructure, XEN, Citrix AppServer
- Programming & scripting : C/C++, C#, .NET/Mono, HTML, CSS, PHP, HTML Help 1.3/2.0
- Server apps : MySQL, Oracle, Apache 2.0, Cisco Call Manager (VoIP), Microsoft servers
- Networking HW : hubs, switches (L2/L3), Routers (SOHO/Enterprise), network topology
- Networking protocols : OSI model, ATM, frame relay, ISDN, IP routing, TCP/IP, UDP/IP, PSTN, 802.xx, Voice-over-IP, HDLC, FTP, HTTP(S), POP, SMTP, SSH, Telnet, Winsocks,...
- Network & Telco : LAN, WAN, Wireless, VPN, GSM, WAP, GPRS, videoconferencing, IVR, Speech recognition systems
- Hardware, platform & network admin :Linux, MS Windows servers, Win2000/XP client, MS DOS, Desktop HW, server HW, KVM, UPS, remote admin tools, SNMP tools
- Security : firewalls (HW & SW), IP Packet sniffer analysis, PKI, authentication, biometrics
- Web & 3D virtual world SW : LAMP server (Linux, Apache, MySQL, PHP), Content Management Systems (CMS), E-commerce integration (Paypal), Second Life client / OpenSim server, Tomcat & Sun GlassFish Java application web servers
- Financial protocols & SW : FIX 4.2 & 4.4, FIX server deployment, RealTick, TradeStation, Thaler banking platform
- Application SW : Office Apps (MS & OpenOffice), MS Project, MS Visio, Internet protocol software (Telnet, FTP, IE, Firefox, SSH, ...), Photoshop CS2, Flash, Swish, 3D Studio Max, QAvimator, DTP, sound & video editing tools, ...
- Change Management SW: Serena Dimensions, Atlassian Jira, HP Service Desk, Mantis

Language skills

- **Dutch** native language
- **English:** quasi perfect speaking and writing
- **French:** fluent speaking, decent writing
- **German:** basic knowledge

Education

- **Master in Industrial sciences: Electronics-ICT, high honors**
Industriële Hogeschool Antwerp (1990-1994)
- **Complementary Studies in Management, high honors**
University Antwerp (UFSIA) (1994-1995)
- **Master in Business Administration (MBA), high honors**
University Antwerp (UFSIA) (1995-1996)

Additional education

- **Psychology** : sales psychology, group behavior, motivation, personal growth development, NLP, state management, persuasion techniques, ...
- **Change management** : organizational behavior, innovation management
- **Project Management & methodologies:** Prince2, ITIL, CoBIT (basic)
- **Leadership & people management** : leadership, teamwork, effective coaching, human asset potential
- **Trading & Finance** : trading psychology, money management, stock, option & commodity trading
- **Graphical & web design** : Desktop publishing, Photoshop, 3D animation, Powerpoint, web design (HTML/CSS/PHP/javascript), ...

Additional remarks

Have own car, mobile phone and laptop computer