

IT Certifications & Trainings

2020	USM Foundation (Unified Service Management – validation record USMF0102)
2019	Trainer at Axxes Traineeship (subject: IT Service Management / ITIL)
2019	ITIL 4® Service Management Foundation (bridge)
2017	ITILST ITIL® Service Transition Certificate
2017	ITILSO ITIL® Service Operation Certificate
2013	Microsoft Certified Solutions Associate (MCSA) Windows Server 2008
2013	Microsoft Exam 70-646: Windows Server 2008R2, Server Administrator
2013	Microsoft Exam 70-642: Windows Server 2008R2, Network Configuring
2011	Microsoft Exam 70-640: Windows Server 2008R2, AD, Configuring
2011	ITILF ITIL® v3.0 Foundation Certificate in IT Service Management
2005	Microsoft Exam 70-305: Web applications with VB.NET

Extracurricular Certifications & Trainings

2021	Instructeur B (voetbal) @ Vlaamse Trainersschool
2020	Initiator C – UEFA-C (voetbal) @ Vlaamse Trainersschool
2020	Basic Life Support (BLS) + AED (EHBO)
2019	MultiSkillz For Foot (MSFF) @ Vlaamse Trainersschool
2013	Acquired ICE Silver Certificate (to manage projects for Novartis)
2013	Acquired ICE Bronze Certificate (to work on projects for Novartis)
2009	Training “Project Management at SD Worx” (9 modules / 5 days)
2008	Training “Technical Writing” (rules & guidelines for writing procedures)

Education

2005	Graduated as bachelor “Toegepaste Informatica” at Hogeschool Antwerpen
2005	Internship CRONOS Group (Enetnet NV) – 15 weeks
2001	Latin / Economics & Graduated in “Sport-Wetenschappen” at KA Lier

Extracurricular Experiences

Youth Football Coach	Hoogstraten VV, R. Cappellen FC, K. Lyra-Lierse, Kenny Thompson Performance Coaching, Kindervreugd Antwerpen
Sport Club Organisation & Digital	K. Lyra-Lierse - Coordinator Roll-out of “ProSoccerData” Digital Platform for all youth players, parents, trainers, ... - Coordination of small renovations & clean-up to football stadium (volunteer)
HoReCa	Reflex Club Westerlo, Various restaurants Waiter - Head waiter – (Creative) Management in discotheque (second job)
Advisory board	University of Antwerp (UA) Member of panel for a student’s thesis in “Master Information Management” at University of Antwerp (UA). Subject of thesis was “ITSM Balanced Scorecard”, research in effort to measure performance of implementation of ITIL (focused on 3 ITIL processes - Incident Management, Problem management, Change Management) by using/creating an “ITSM Balanced Scorecard”

Career History – Employers (Summary)

JUL/2026 – ...	GG-C (CommV.)	Manager
NOV/2021 – JUN/2026	Inetum Belgium / Inetum-Realdolmen	Process Manager
AUG/2011 – OCT/2021	Axxes IT Consultancy	Consultant
	• Credendo • Sciensano > HealthData.be • Flemish Government & VRT • Colruyt Group • Novartis Benelux & Alcon Benelux • Barry Callebaut • Continental • Unilin (Quick-Step)	• Service Delivery Manager IT Infrastructure • Service Management Consultant • Service Delivery Manager Workplaces • Incident Management • Change Management • Release & Deployment Management • Capacity & Resource Management • Benelux Infrastructure Project Manager • Deputy Infrastructure Manager • ICT System Administrator (Alcon) • Helpdesk Agent • IT System Support Engineer • Helpdesk Engineer
SEP/2005 – JUL/2011	SD Worx	2nd & 3rd Line (Application) Support Engineer (eBlox)

More detailed job descriptions on hireme.GG-C.be