

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

Career History (Summary)

JUL/2026 – ...	Manager GG-C (CommV.)
NOV/2021 – JUN/2026	Inetum Belgium / Inetum-Realdolmen
AUG/2011 – OCT/2021	Axxes IT Consultancy <ul style="list-style-type: none">• Credendo• Sciensano > HealthData.be• Flemish Government & VRT• Colruyt Group• Novartis Benelux & Alcon Benelux• Barry Callebaut• Continental• Unilin (Quick-Step)
SEP/2005 – JUL/2011	SD Worx

Extracurricular Experiences

Company	Hoogstraten V.V.
Period	June 2026 – Present
Location	Hoogstraten (Belgium)
Description	Youth Football Team Coach “middenbouw” (under-13)
Company	GG-C
Period	July 2023 – Present
Location	Lier, Nijlen, ...
Description	Self-Employed (secondary activity) sports coach (individual, small group, team, ...)
Company	R. Cappellen F.C
Period	June 2025 – May 2026
Location	Kapellen (Belgium)
Description	Youth Football Team Coach “middenbouw” (under-12)
Company	K. Lyra-Lierse
Period	January 2019 – May 2025
Location	Lier, Vremde, Borsbeek, Berlaar (Belgium)
Description	Youth Football Team Coach “onderbouw” (under-8 & under-9) Youth Football Team Coach “middenbouw” (under-11 & under-12)
Company	University of Antwerp (UA)
Period	March 2020 – June 2020
Location	Home (COVID-19)
Description	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”
Company	K. Lyra-Lierse
Period	September 2019 – February 2020
Location	Lier, Vremde, Berlaar (Belgium)
Description	Coordinator Roll-out of “ProSoccerData” Digital Platform for all youth players, parents, trainers, ... maximizing youth academy performance via digital tool & enforcing/supporting digital transformation in a football (youth) academy.
Company	K. Lyra-Lierse
Period	Summer 2018
Location	Berlaar (Belgium)
Description	Coordination of small renovations & clean-up to football stadium (volunteer – 8 weeks)
Company	PrimaServ
Period	September 2016 – September 2018
Location	Various
Description	Self-Employed (secondary activity) servicing IT for various SME’s (KMO)
Company	Reflex Club
Period	October 2009 – April 2013
Location	Westerlo (Belgium)
Description	Waiter - Head waiter – (Creative) Management in discotheque (second job)
Company	Kindervreugd Antwerpen
Period	September 2003 – February 2005
Location	Antwerp (Belgium)
Description	Football Training monitor/trainer for kids from 6 to 12 years old on Wednesdays

Career History (Detail)

Company
Period
Location

Inetum Belgium / Inetum-Realdolmen
NOV/2021 – JUN/2026
Home Office, Eigenbrakel (Belgium), Kontich/Mechelen (Belgium)

Description

Inetum is a digital services and solutions company. The Group is present in more than 27 countries & has nearly 28,000 employees. In a context where needs and applications are constantly reinvented, the Inetum Group supports companies and public authorities in their digital transformation by offering them a unique combination of proximity, sector-specific organization and innovative solutions.

I was part of the Service Operations Excellence Team; responsible for Operational Excellence & Delivery Readiness towards all our customers via Tooling, People & Processes.

The role mainly consists of being end-2-end responsible for

- Incident Management
- Crisis Management (Priority 1 Incidents at our customers)
- Problem Management
- Quality Assurance (overall) of the services we provide to our customers
- Continual Service Improvement

Key Realizations

- A renewed Major Incident Management Process
- ITSM Tooling migration (to ServiceNow)
 - Responsible Processes onboarding
 - Communication Planning (Internal/External)
 - Roll-out Planning
 - Training Planning
- Billing Engine project effort to shine a light on consumption & profitability of services via FOCUS (Finops Open Cost & Usage Specification) principles

Company
Period
Location

Credendo (via Axxes IT Consultancy)
NOV/2020 – OCT/2021
Brussels (Belgium)

Description

Credendo is a European credit insurance group that is present all over the continent and active in all segments of trade credit and political risk insurance, providing a range of products that cover risks worldwide.

Company HQ is based in Brussels, Belgium.

As Service Delivery Manager IT Infrastructure, I am responsible end-to-end for the following (NON-SAP related) IT infrastructure services

- Managed Network Services (WAN, IPAM, Proxy, DNS)
- Alfresco (File server services)
- Housing Services (Datacenter)
- Server Hosting (IAAS) services
- Backup Management services
- Technical Application Management Services (Databases, Active Directory)
- Virtual Desktop Platform services (Citrix environment infrastructure level)
- AS 400 Hosting services
- Disaster Recovery Services & Business Continuity

The role mainly consists of

- Improve the general (operational) execution of outsourcing contract with ATOS for IT Infrastructure
- Maintain the service catalog for IT Infra to customers
- Financial Follow-up on services
- Define & guide improvements
- Operational follow-up of Service (ITIL) Processes (Incident, Problem, Change, Release, Asset Management, ...)
- Guide Credendo as customer in IT Service Management (first touch with outsourcing)

Company
Period
Location

HealthData.be / Sciensano (via Axxes IT Consultancy)
JAN/2020 – JUN/2020
Elsene, Brussels (Belgium)

Description

HealthData is an organization which is collecting data from various health services in a secure way to transform / store them in a standardized (anonymized) way and reporting it back to researchers & health services / specialists. This data can be used for various studies or research (cancer, HIV, COVID-19, ...)

Covid-19 started during my time present at HealthData/Sciensano

At HealthData my key realizations are

- Organizational changes (meetings, way of working, strategical level advice)
- Introducing various IT Service Management processes in a (up to then) non-IT oriented organization
 - Incident Management (+ Service Desk)
 - Change Control
 - Request management
 - Problem management
- Roll-out of new ITSM tool with 3rd party provider
 - Building a CMDB
 - ServiceNow
- Business process liaison with IT service processes

Company
Period
Location

Vlaamse overheid & VRT (via Axxes IT Consultancy)
DEC/2017 – JUN/2019
Brussels, Oostende, Mechelen, Huizingen (Belgium)

Description

HB-plus is IT service provider for “Het Facilitair Bedrijf” which services Flemish Government (& VRT). Within HB-plus, Proximus (outsourcing) was given the WPAAS Services (workplace as a service) & Network Services

As **Service Delivery Manager Werkplekdiensten (Workplace management)** I was end-to-end responsible for following services:

- Workplaces
 - Laptops, desktops, mobile devices
 - VPN & Remote working solutions (+ split bills internet)
 - Software management on workplaces
- Printing
- Split billing on mobile providers

For these services this role was entitled to

- decision taking on this service
- optimization of services (by “voorakkoorden”)
- reporting on & managing service levels (agreements)
- financial responsibilities on overall monthly turnover + € 100K
- 3rd party supplier service integration in our own service

End users using these services were various departments within Flemish Government (+ VRT) resulting in +/- 20K devices, +450 printers, +/- 80 hardware models

Before Service Delivery Management role, I successfully managed other different roles within the **Service Delivery Team as Process Manager for various processes (Incident management, Release & Deployment management, Change management)**

As Incident manager (ITIL Process role)

- Responsible for following up tickets coming over to “Proximus” service desk lines (2nd line, 3rd line, network team, SPOC for Field services)
- Acting properly on Priority/Severity 1 & 2 incidents
- Cooperation between various systems & bridges regarding tickets within organization

As Change manager (ITIL Process role)

- Controlling the IT Environment to ensure minimal disruption during changes on environment
- Preventing conflicting changes within organization & external inputs
- Informative for all stakeholders (communication)
- Attending Account Change Advisory Board & Service meetings
- Leading mini-CAB for weekly changes coming from Proximus side teams

As Release & Deployment Manager (ITIL Process role)

- Actual change of software on workplaces (Mobile, Laptops, Desktops, ...)
- Very close link with Security & Security Officers
- Ensuring each release & deployment had gone through my process

Key Realizations

- There was a great reluctancy towards Change Management (resulting in unwanted impact) so I reworked Change Management process within Proximus side so people would do change management rather than entering data in tool to be covered.

- Reworked Release & Deployment management process so impact on IT infrastructure due to releases & deployments would be reduced
 - Introducing test scenarios, 4-eyes principle, collaboration tools, stand-ups, weekly division-wide meetings
 - Introduced “quick-release” procedure
 - Software listing used by various other divisions & processes
 - Introduced “intake/onboarding” procedure for new software
- Release management process had become proactive (mainly towards security) instead of reactive (incidents, customer CISO sending notification, ...)
- Managed to get customer end-user participation to create a better “pilot group” for Releases & Deployments
- Advisory role for other process managers within all Proximus Outsourcing (different clients) – “How did I make it work”

All roles in close cooperation with all Service Delivery Managers & customer facing. All roles had their tasks in reporting, analyzing, continual service improvement. All my improvements had Lean process management in scope in an effort for the organization to “live” the processes instead of brainless following them.

Company
Period
Location

Colruyt Group (via Axxes IT Consultancy)
AUG/2017 – NOV/2017
Halle (Belgium)

Description

Capacity Management - Resource Management for IT Projects

Colruyt Group is a family of companies with numerous retail formulas and active in 4 countries. A few examples: Colruyt, Dreambaby, Dreamland, DATS 24, Okay, Spar, Bio-Planet, ...

This was a temporary replacement of an Axxes colleague (long-term absence)

Capacity Management – Project Management

- Capacity Management team at Colruyt Group guards the process of “Demand and Supply” in various projects for IT resources (People).
- Responsible for preparing all figures & calculations that Capacity Managers used in their meetings to tune resource management.
- Preparing and chairing all meetings with business managers (+/- 15 portfolio’s) to “balance” their resource management (monthly/quarterly) to prevent over- and/or under spending of IT resources
- Responsible for acquiring correct and qualitative demand & supply data for over 1000 running projects (analysis)

Company
Period
Location

Alcon Benelux & Novartis (via Axxes IT Consultancy)
DEC/2012 – JUL/2017
Vilvoorde (Belgium)

Description

ICT System Administrator – Project Management – Infrastructure Manager

Alcon Benelux, as a part of Novartis Group (Sandoz, Novartis & Alcon), has a large range of eye-care-taking products. Novartis Pharma has a variety of pharmaceutical products. Novartis Benelux had around 5-6 sites which were spread over Belgium & Netherlands which I visited frequently in my roles.

ICT System Administrator (Alcon)

Key Projects & Tasks ALCON

- As of early 2012 all commercial & salesforce employees of Alcon Puurs & Cibavision Mechelen physically merged into 1 single office (Alcon Benelux). It was my first task to complete migration & integration of all affected employees, services, mobile devices, outlook, user accounts etc. to the new Alcon Novartis domain.
- Daily and monthly reporting tasks for business / KPI's
- Certified an in-house Project Management track allowing me to lead small to mediocre projects within Novartis Group
- Leading IT related (business oriented) projects
- Assuring audit readiness & compliance to guidelines, policies and standards
- Automation, Improvement & Introduction of several (business) processes & procedures (new hires, checklists, asset management, rental service, ...)
- Site Coordinator in Windows 7 migration project (Alcon Benelux)

As of May 2015, I moved to Novartis in a different role:

Benelux Infrastructure Project Manager & Deputy Infrastructure Manager

Key Projects & Realizations NOVARTIS

- Introducing a standardized way to treat new hires & leavers for the new Benelux Service Desk, based on my achievements at Alcon earlier.
- Migrated Alcon & their services into the new Benelux Service Desk, who started servicing all Benelux business units of Novartis, Sandoz & Alcon.
- Decommissioning and/or moving of all local resources (Novartis, Alcon, Sandoz) from server room (Novartis Benelux) to Benelux HQ server Room
- Defined a new Dispatch Role for Service Desk (walked the process) to maintain & improve customer satisfaction during these changes.
- Various IT Infrastructure projects (Site Coordinator Windows 10 migration, Fax to Mail migration, Wireless Office in 2 sites, ...)
- Assisted in global projects for various carve-outs or intakes of services for business units that were acquired or sold.

Company
Period
Location

Barry Callebaut (via Axxes IT Consultancy)
MAY/2012 – NOV/2012
Wieze (Belgium)

Description

Helpdesk Agent

Barry Callebaut is a supplier of high-quality cocoa and chocolate products.

- Single point of contact for all Barry Callebaut users, resolving all first line issues by mail & telephone.
- Point of contact for Barry Callebaut's third parties (CANON / IBM / Easynet ...)
- Delivering customer orientated support to business users for problems and questions regarding all IM-IT systems and applications.
- Creating and analyzing reports on all reported service assignments to reduce the incoming number of assignments to Helpdesk
- Recommending optimizations for problems and suggesting the best solution.
- Communication between different teams (IM – IT - IS)
- Writing & maintenance of documentation

Environment:

Windows XP, Altiris 6, SAP, Citrix, VMWare, Lotus Notes 8.5, Dell products (Laptops, Desktops, Displays), Canon Uniflow, Office 2007, Server 2008

Company
Period
Location

Continental (via Axxes IT Consultancy)
JAN/2012 – APR/2012
Mechelen (Belgium)

Description

IT System Support Engineer

Continental is a German car- and truck parts manufacturing company.
Continental Mechelen produces EBS components and complete EBS systems.

- Responsible for resolving 1st Line problems (through eTickets or Telephone calls) and 2nd Line incidents when 1st Line was empty
- Personal contact with users rather than by phone
- Writing & Maintaining documentation
- Deploying new Laptops / Desktops
- Inventory management
- Managing backup tapes (weekly / monthly)
- Managing Print Server & Drivers
- Implementing solutions (environment compatibility) for existing production systems and 3rd party software (Leica Camera Software, PLC software, ...)
- Creating software deployment packages (LanDESK)

Realizations:

Windows 7 migration project:

- Affected Hardware & Application incentivization for plant Mechelen
- Analyzing migration risks
- Determining service level priorities (Office & Production environment)
- Following up on the « Ready-Check » list ordered by Head Office

Environment:

Windows XP, Windows 7, LanDESK, Norton Ghost, Veritas Netbackup, IBM Lotus Notes 8.5, HP Products (Printers, Desktops, Laptops, Servers, Displays), Office 2007

Company
Period
Location

Unilin / Quick-Step (via Axxes IT Consultancy)
JUL/2011 – DEC/2011
Wielsbeke / Waregem (Belgium)

Description

UNILIN produces laminate floors, engineered wood (Quick-Step), boards, decorative panels, finished products, roofing elements and insulation panels.

- Responsible for resolving 1st Line problems (through eTickets or Telephone calls) and 2nd Line incidents when 1st Line was empty
- Writing & maintenance of documentation
- Deploying new Laptops / Desktops
- Facility & Asset management (accessories, mobile phones)
- Guidance to migrated users in their new Windows 7 environment

Environment:

Windows XP, Windows 7, LanDESK, HP OpenView Servicecenter, Samsung Galaxy S II, Blackberry, iPhone, Dell products (Laptops, Desktops, Displays), Server 2003, Server 2008, Office 2007, Office 2010, Outlook

Company SD Worx
Period JUL/2007 – JUL/2011
Location Antwerp (Belgium)

Description **2nd & 3rd Line (Application) Support Engineer**

SD Worx offers a complete payroll, HR, fiscal and social legislation service package, either as a single integrated package or in individual modules.

- Responsible for keeping the support of service eBlox (SD Worx specific program) up and running
- Giving educational sessions to 1st line
- Responsible for internal communication regarding service eBlox
- Writing & Maintaining High-Level documentation for service eBlox
- Version management (Change Management)
- Advising in new technologies / procedures
- Leading division-wide meetings regarding service eBlox
- Giving education when implementing new projects / functionality
- Collaborating with internal and external service providers
- Optimizing all aspects regarding service eBlox & support.
- Being the first point of high-level contact regarding service eBlox

Realizations:

- eBlox 7.x to eBlox 8.0 migration project

Environment:

Windows XP, Citrix, BMC ServiceDesk Express, Pervasive SQL, Office 2003, Office 2007, Server 2000, Server 2003, Server 2008, Outlook

Company SD Worx
Period SEP/2005 – JUN/2007
Location Antwerp (Belgium)

Description **First Line Support Engineer**

SD Worx offers a complete payroll, HR, fiscal and social legislation service package, either as a single integrated package or in individual modules.

- Responsible for helping SD Worx's (internal & external) end-users in all circumstances to deliver an optimal and adequate solution at any time.
- Creating documentation for common issues

Environment:

Windows XP, Citrix, BMC ServiceDesk Express, Office 2003, Office 2007, Server 2000, Server 2003, Server 2008, Outlook