

**Competence File**

**MH**

**Project Manager**

# 1. COMPETENCES

## 1. SECTORS

- Assurance
- Logistics
- IT
- Pharmaceutical
- Chemical

## 2. LEVELS OF INTERVENTION

- IT-Consultant
- Field Engineer / Team Leader
- Project coordinator
- Project leader
- Project Management

- Project Management hard skills

Based on **PRINCE2** and company-specific methodologies (principles and best practices), tools (MS Project, Gantt-project, ...) and processes

- Project planning and reporting
- Budget Management
- Scope and requirements management
- Risk management
- Issue Management
- Quality Assurance
- Knowledge Management
- Demand Management
- Resource management
- Communication Management
- Client Relationship Management

- Project Management soft skills
  - Oral and written communication
  - Listening Skills
  - Situational Leadership (instructing, problem-solving, motivating people, delegating tasks)
  - Facilitating workshops
  - Coaching and training
  - Conflict handling

### 3. TECHNICAL SKILLS

- Install Low End & Mid range servers
- Lotus Notes
- Citrix
- VMWare
- Storage SSA, T3, Blades
- Mainframe TSO, ISPF, JES2, OPC/A
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### 4. METHODS & METHODOLOGIES

- ITIL, Prince II, MS Project, MS Office

### 5. LANGUAGE SKILLS

| Language | Spoken        | Written       |
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| Dutch    | Mother Tongue | Mother Tongue |
| English  | Good          | Good          |
| French   | Moderate      | Moderate      |

## 2. EDUCATION, TRAINING & CERTIFICATIONS

### Bachelor Economical Sciences

University Brussels

### Training:

Sun Solaris System Administration I and II  
Sun Servers Low End to Mid Range  
Sun Storage SSA, A5xxx, T3x, SE3xxx  
Sigma Basics

Project Management  
Prince 2 Foundation (Ongoing)

IT Service Management according to ITIL

### 3. PROJECTS

| Company : PL2 – Rainbow / Vivium<br>Branch IT<br>Function : Project Leader   | Jul 2008<br>-<br>Aug 2009          |
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| <p><b>Icarus Project</b></p> <ul style="list-style-type: none"> <li>- Creation and validation of Test scenario's with Technical Owner and               <ul style="list-style-type: none"> <li>▪ Tester                   <ul style="list-style-type: none"> <li>○ Testing Packages via Test Scenario's.</li> <li>○ Follow Up Packages till validation                       <ul style="list-style-type: none"> <li>▪ Feedback with Packagers and Radia Team                           <ul style="list-style-type: none"> <li>• Errors and Scenario's</li> <li>• contact with testers</li> </ul> </li> <li>▪ Daily follow up with                           <ul style="list-style-type: none"> <li>• Customer Coördinator</li> <li>• Project Leader</li> </ul> </li> <li>▪ Coordination Packages in Labo                           <ul style="list-style-type: none"> <li>• control Pakages on PC's</li> <li>• smoke testing Packages</li> <li>• follow up testers and feedback</li> <li>• Feedback to Packager</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> <li>- Weekly reporting to Project Manager and Sponsor               <ul style="list-style-type: none"> <li>• status Packages</li> <li>• Actions</li> <li>• Issues</li> <li>• Planning</li> </ul> </li> <li>- Rollout PC's and Laptops Icarus Project (1000+)               <ul style="list-style-type: none"> <li>▪ Installation Laptops and printers</li> <li>▪ Training users how to use Laptop, printer and VPN</li> </ul> </li> </ul> | <p>Prince 2<br/>Windows<br/>XP</p> |
| <p><b>2Move Project</b></p> <ul style="list-style-type: none"> <li>- Bi- weekly reporting to customer,PMO and Sponsor</li> <li>- Bi-weekly follow up meeting with customer</li> <li>- Made workflow procedure to coordinate moves</li> <li>- Communication and coordination of internal and external parties               <ul style="list-style-type: none"> <li>• planning</li> <li>• what and how</li> </ul> </li> <li>- During moves               <ul style="list-style-type: none"> <li>• Coordination</li> <li>• Installation IT HW</li> <li>• check</li> </ul> </li> <li>- After Care               <ul style="list-style-type: none"> <li>• Administration</li> <li>• - Update and report to customer, PMO and Sponser</li> </ul> </li> </ul>   | <p>Prince 2</p>                    |

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| <p><b>RightFax Project</b></p> <ul style="list-style-type: none"> <li>- Implementation RightFax for 700 users <ul style="list-style-type: none"> <li>• Communication and meetings with Team Leaders from customer</li> <li>• Coordination with User Management and Voice &amp; Data from Rainbow</li> <li>• - Implementation and Follow Up <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Planning</li> <li>○ Coordination</li> <li>○ Use of Pilots</li> </ul> </li> </ul> </li> </ul> |  |
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| <p><b>Company : Fiege</b><br/> <b>Branch : Logistics</b><br/> <b>Function : IT Consultant</b></p>   | <p><b>Oct 2007</b><br/> -<br/> <b>Jul 2008</b></p>  |
| <p><b>All round IT Support</b></p> <ul style="list-style-type: none"> <li>- 1<sup>st</sup> line support for all IT HW and SW, PC's, printers, scanners <ul style="list-style-type: none"> <li>• HW and SW support</li> <li>• PC's, printers, scanners.</li> <li>• Patching of PC's and Phones</li> <li>• Contact with 3<sup>rd</sup> parties for HW support</li> <li>• Check BU's</li> <li>• Installation PC's</li> </ul> </li> </ul>   | <p>Windows XP<br/> Lotus Notes<br/> Helas<br/> Citrix<br/> Patching<br/> Siemens HiPath<br/> Server</p> |
| <p><b>Company : Es@s - Dell</b><br/> <b>Branch : IT</b><br/> <b>Function : Project Manager</b></p>  | <p><b>Nov 2006</b><br/> -<br/> <b>May 2007</b></p>  |
| <p><b>Implementation of IT Datacenters</b></p> <ul style="list-style-type: none"> <li>- Planning and coordination</li> <li>- Be communicative and able to translate between 3<sup>rd</sup> parties</li> <li>- Team leading</li> <li>- People management</li> <li>- Projects were assigned to PM's by DPMO.</li> <li>- Business Case and budget were predefined by Business Analyst.</li> <li>- Workflow <ul style="list-style-type: none"> <li>○ Internal Kick Off Meeting for information transfer held with team members.</li> <li>○ Overview Project and installation with Engineer.</li> <li>○ Temporary Project initiation Document made.</li> <li>○ External Kick Off Meeting held with customer to define Project, installation, milestones and planning.</li> <li>○ PID made, checked and agreed by Project Group and customer.</li> <li>○ Risk logs were defined.</li> <li>○ During projects 2 weekly meetings were held with the</li> </ul> </li> </ul> | <p>Prince 2<br/> VMWARE<br/> Windows XP</p>   |

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| <ul style="list-style-type: none"> <li>customer.</li> <li>○ Risk, issue and change logs were used.</li> <li>○ Highlight report sent to DPMO on a weekly basis.</li> <li>○ Any issues were transferred to Project Board.</li> <li>○ Project Board consisted of Project Executives from all Parties with meetings on a monthly basis.</li> <li>○ Meeting reports were made and transferred to the different parties.</li> <li>○ And the end of a Project the Closing Report was made and consisted of a completed Risk, Issue and Lessons Learned Report.</li> </ul> |  |
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| <b>Company : Sun Microsystems</b><br><b>Branch : IT</b><br><b>Function : Team Leader / Field Engineer</b>   | <b>Mar 1999</b><br>-<br><b>Aug 2006</b>   |
| <ul style="list-style-type: none"> <li>- Able to lead a Helpdesk of 3 members <ul style="list-style-type: none"> <li>○ Service minded</li> <li>○ Defining priorities which is based on SLA's</li> <li>○ Single Point of Contact for meetings, administration</li> <li>○ People management</li> </ul> </li> <li>- Be independent to plan, coordinate and communicate</li> <li>- 1<sup>st</sup> and 2<sup>nd</sup> line support hard- and software problems of Sun Systems for all sites of Alcatel in Belgium (2000).</li> <li>- Follow up orders and installation of delivered Sun systems.</li> <li>- Administration.</li> <li>- Onsite stock administration and Asset Management.</li> <li>- Monthly Technical Meetings with customer and 3<sup>rd</sup> parties.</li> <li>- Call handling by following the correct procedures</li> <li>- Provide communications between customer and Sun.</li> <li>- SLA dependent <ul style="list-style-type: none"> <li>○ Achieved 3 times the acquired quality of &gt;95%</li> </ul> </li> <li>- Planning and coordination for move of Sun Systems to other locations.</li> </ul> | Solaris<br>Middle End – High<br>End Servers<br>ITIL<br>Veritas Volume<br>Manager<br>Solstice Disk Suite<br>(basic)<br>Solstice Back Up<br>(basic)<br>Patch Management<br>Siebel Tools |

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| <b>Company : Applicon (now ICT People)</b><br><b>Branch : IT</b><br><b>Function : IT Consultant</b>   | <b>Sep 1997</b><br>-<br><b>Feb 1999</b>                 |
| <b>Projects</b><br><ul style="list-style-type: none"> <li>- Alcatel Bell (Antwerpen) <ul style="list-style-type: none"> <li>▪ Follow up Mainframe.</li> <li>▪ Batch jobs and JCL adjustments</li> </ul> </li> <li>- Esso (Breda - Netherland) <ul style="list-style-type: none"> <li>▪ Responsible for Y2K testing of production jobs using</li> <li>▪ OPC/A</li> </ul> </li> </ul> | OPC/A<br>CICS<br>JES2<br>JCL<br>ISPF<br>TSO<br>COBOL II |

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| <ul style="list-style-type: none"> <li>- Rentokil (Hoogstraten) <ul style="list-style-type: none"> <li>Installatie PC's</li> </ul> </li> <li>- Generale Bank (Brussel) <ul style="list-style-type: none"> <li>▪ JCL adjustments and COBOL II</li> </ul> </li> </ul> |  |
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| <b>Company : Innotec</b><br><b>Branch : Chemical Industry</b><br><b>Function : Sales Representative</b>             | <b>May 1997</b><br>-<br><b>Sep 1999</b> |
| <b>Sales B2B</b><br><ul style="list-style-type: none"> <li>- Direct Sales industrial oils and lubricants</li> </ul> |   |

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| <b>Company : HV Interieur</b><br><b>Branch : Interior</b><br><b>Function : IT / Sales Representative</b>  | <b>Jan 1997</b><br>-<br><b>May 1999</b> |
| <b>Sales B2C</b><br><ul style="list-style-type: none"> <li>- Direct sales interior products to customers</li> <li>- Follow up orders</li> <li>- Register</li> <li>- Responsible PC's</li> </ul> |   |

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| <b>Company : Upjohn (now Pfizer)</b><br><b>Branch : Pharmaceuticals</b><br><b>Function : Computer Operator</b>  | <b>Mar 1990</b><br>-<br><b>Dec 1996</b>                          |
| <b>Mainframe MVS / VM</b><br><ul style="list-style-type: none"> <li>- Daily operations and follow up of production, preproduction and test Environment</li> <li>- Batch Job Handling <ul style="list-style-type: none"> <li>o Batch runs starting and follow up</li> <li>o OPC/A scheduling (Mainframe Planner)</li> <li>o JCL adaptations</li> <li>o Backup and Restore</li> <li>o Tapes and Cartridges handling</li> <li>o Output distribution</li> <li>o IPL of both MVS an VM</li> <li>o DRP</li> <li>o Helpdesk</li> <li>o Good organisation and communication skills needed</li> <li>o Stress handling during monthly closing period</li> </ul> </li> </ul> | OPC/A<br>CICS<br>JES2<br>JCL<br>ISPF<br>TSO<br>VTAM<br>MVS<br>VM |

