

Competence File

RVG

Business Consultant / Project Manager

1. COMPETENCES

1. SECTORS

- Industry
- Bank / Clearing
- Pharmaceutical / Chemical

2. LEVELS OF INTERVENTION

- Consultant
- Project coordinator
- Project leader
- Business analyst
- Business development
- 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. SPECIFIC BUSINESS KNOWLEDGE

- Sales and Marketing processes in Pharmaceutical market
- Procurement and crisis management in Industrial environment
- Project management in HVAC

4. TECHNICAL SKILLS

- Lan/Wan, Vlan, Wlan, VPN, VOIP, TCP-IP, IPX-SPX, DecNet, Wifi
- DOS, MS Windows, Novell, Xerox OS, basics Linux, basics OS/400, basics HP-UX, Cisco OS, BeOS
- Firewall port-, protocol- and filter-configuration, configuration IDS, testing network vulnerabilities, installation mail and connection services, like Exchange, ADS, NDS, Hula, Remote Access, SSL, VPN connections
- Basic knowledge of ERP data collection and organization, CAD/CAM

5. METHODS & METHODOLOGIES

- ITIL, Prince II, MS Project, Gantt, GAP analysis, SWOT analysis
- Lean manufacturing, Fifo, Lifo, ..
- Quality Assurance Company Wide

6. LANGUAGE SKILLS

Language	Spoken	Written
Dutch	Mother Tongue	Mother Tongue
English	Fluent	Fluent
French	Fluent	Fluent
German	Fluent	Fluent
Spanish	Basic	Basic

2. EDUCATION, TRAINING & CERTIFICATIONS

08/1986 – 08/1988

Bachelor Technical Science

Universiteit Twente, Enschede, The Netherlands

08/1988 – 09/1994

Ingenieur technische Bedrijfskunde

HTS de Maere, Enschede, The Netherlands

Major: Mechanics. With Honor, extra curriculum: Marketing NIMA2, Quality Assurance and Industrial Design.

1993

Medical Representative Gold

Hoechst Roussel Pharmaceuticals Inc., NJ, USA

During internship with HRPI

1997 – 2000

MCSE NT4 / Novell CNA, CNE / Cisco CNA / ITIL foundation / Prince II foundation/ PMI

Courses provided by TAS Netwerkbeheer

1997 – 2000

AS/400 / HP-UX / Linux administration / Conflict management / Leadership by excellence

Training provided by TAS Netwerkbeheer

2001 – 2006

MCSE 2000 / Novell CNE & CNS

IT-courses France

2001 – 2006

Reseller/partner Microsoft, Novell, 3Com, Compaq, NetAscq

Hard- and software partnerships with various providers of services and materials

2001 – 2006

Mainboss European Partnercontact

Point of contact for Mainboss CMMS

3. PROJECTS

09/2007 - 10/2008

ISABEL, BRUXELLES

Project Coordinator

Context & Objectives

A notion of security brought the four biggest Belgian banks together to look for an integrated solution that would not only enable their business customers to carry out all of their banking transaction in total confidence, but also allow them to sign contracts, send and receive invoices and submit documents to government departments. The result of the banks' deliberations was Isabel.

All the banks and the bigger companies in Belgium use an Isagate for these transactions. Objective was to prepare the replacement of all the Isagates in Belgium.

Approach & Responsibilities

- Make inventory of impacted banks and businesses.
- Make inventory of business processes depending on or related to the Isagate
- Define functionalities new Isagate
- GAP analysis
-
- *Since a lot of this information is confidential it cannot be included in this document*
-
- Migrate all Isagate users to the next version of the Isagate

Tasks & Deliverables

- Define project approach
- Make project plan
- Contact Isagate users
- Define new Isagate functionality
- Setup migration plan
- Manage resources and planning
- Setup relationship with subcontractors
- Coordinate communication between everybody

Technical Environment

Windows 2003, RHEL, SSL, security tokens, Mainframes, AS/400, FTP-connections, VPN, WAN, Vlan, Lan, TCP-IP

3. PROJECTS

03/2006 - 11/2006

FARMAD, ST NIKLAAS

Account executive

Context & Objectives

Farmad is a software-firm. Their software is used in pharmacies all over Belgium.

Since the dutch-talking market is close to saturation, the software needed to be adapted to the French talking market in Belgium.

Approach & Responsibilities

- Gap analysis of current and future situation
- Swot analysis of product and market
- Coordinate software development and translations
- Setup helpdesk for French talking market
- Setup test cases for successful implementation

Tasks & Deliverables

- Increase product awareness
- Organize seminars
- Visit pharmacies
- Create and follow-up of testcases
- Adjust sales documentation

Technical Environment

Windows 2000 / 2003, Lan, Wan, Vlan, secure connections, VPN, Barcode utilization, interfacing between farmad software and accounting software

3. PROJECTS

02/2000 - 02/2006

FREELANCE, FRANCE – BELGIUM – THE NETHERLANDS

Business developer

Context & Objectives

Since France is a huge market there is a lot of sales potential. Companies from Holland, Canada can profit relatively easy of this market.

Slimcard, Hotbrick, Mainboss are some of these companies that recognized this potential and demanded more exhaustive studies for their products.

Approach & Responsibilities

- Product analysis
- Market research and competitor analysis

- SWOT analysis
- Reporting and recommendation to customer about possibilities
- Negotiations with dealer / distributor to create relationships
- Intermediate in negotiations

Tasks & Deliverables

- Market and competitor reporting
- Regulation alignment
- Projected profit / loss calculation
- Risk evaluation
- Translations

Technical Environment

Depending on market and product; firewall, network connectivity, mobile telephone data transfers

3. PROJECTS

02/2000 - 02/2006

FREELANCE, FRANCE

Project manager

Context & Objectives

Le Conseil de Region Nord Pas de Calais needed to coordinate the migration of their current infrastructure. Servers, workstations, data storage and connectivity

Approach & Responsibilities

- Inventory of hard- and software
- Migration planning of servers, workstations and services
- Coordination of subcontractors and installations
- Budget coordination
- Project planning and reporting
- Incident management and helpdesk support

Tasks & Deliverables

- Coordinate migration
- Install servers, workstations, connectivity and devices
- Provide training-plan for end-users
- Incident and Change management coordination

Technical Environment

MS Project, Windows 98 / 2000, Novell Netware, Cisco firewalls and routers, fiberglass network connectivity, Cad-stations, SAN, HP-UX servers, Exchange, ADS, Office

3. PROJECTS

02/2000 - 02/2006

FREELANCE, FRANCE

ICT Consultant / Network engineer

Context & Objectives

APIM is an independent agency for the promotion of Lille Metropole. Their task is to motivate and inform as many companies as possible to install their business in Lille Metropole.

An external consultant was needed since the number of employees does not allow them to have a fulltime network engineer but they cannot handle themselves all the ICT-aspects either.

Network, server and desktop functionality has to be maintained on a 9 to 5 basis.

Approach & Responsibilities

- Determine needed functionality continuously
- Install and maintain server, desktops and laptops
- Setup and maintain firewall and mailserver, including spammanagement, anti-virus solution and Intrusion detection system
- Install secure remote access from all over the world
- Propose and install new solutions

Tasks & Deliverables

- Guarantee uptime from 9 to 5
- Enable secure remote access to NAS
- Provide consultancy and networkmanagement

Technical Environment

Windows 98 / 2000, ADS, Exchange, Outlook and webaccess, VPN, IDS, Network protection, remote connection

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Consultant / Trading Solution

Context & Objectives

A former financial director of one of the Top100 companies in Belgium wanted to be able to work the stock-exchange from his home office in real time without intermediates.

The goal is to install a realtime trading environment for at least 25 different stock funds

Approach & Responsibilities

- Inventory of client's desires
- Find a suitable solution
- Define budget and project
- Contact and coordinate subcontractors

Tasks & Deliverables

- Setup project
- Define costs and timeframe
- Install solution

Technical Environment

Windows NT, Monitor wall connected to 1 computer, leased line connection to stock exchange

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Consultant / KPN WAP firewall

Context & Objectives

The WAP firewall of KPN was vulnerable for multiple exploits. A need to secure this environment is of very high importance

Approach & Responsibilities

- Analysis of exploits
- Determine minimum functionality of WAP-gateway and firewall
- Determine OS and services

Tasks & Deliverables

- Troubleshoot WAP exploits
- Secure WAP environment

Technical Environment

Windows NT, Red Hat, WAP, firewall, IDS,

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Project coordinator / VOIP TAS

Context & Objectives

TAS was an ICT-company, taken over by Pink-Rocade in the year 2000. To reduce costs and acquire specific knowledge about VOIP, TAS decided to install VOIP company-wide

Approach & Responsibilities

- Perform study about reliability and feasibility about VOIP, services and VOIP hardware
- Setup project team
- Decide on platform to use
- Perform tests and determine optimal network configuration
- Replace POTS by VOIP

Tasks & Deliverables

- Coordinate project team
- Perform costs – benefits analysis
- Decide on technical solution
- Installation of VOIP
-

Technical Environment

Windows NT/98, router and firewall configuration, Alcatel, Lucent, Cisco, VOIP, POTS

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Project coordinator / ABN AMRO

Context & Objectives

ABN/AMRO is one of the biggest banks in The Netherlands. Their software for internet payments needed updating. The installation of the software update was too complicated for the end-user so TAS had to intervene to coordinate installation and support.

Approach & Responsibilities

- Setup support desk
- Identify possible scenario's on all platforms
- Identify time-related activities
- Minimum downtime for end-users

Tasks & Deliverables

- Setup project team
- 3 months time to finish project
- Create helpdesk manual
- Optimize efficiency
- Coordinate installations by coworkers

Technical Environment

Windows NT, Windows 98, AS/400, HP-UX, DOS, secured connections, VPN,

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Project coordinator / Labouchere Clearing

Context & Objectives

Labouchere clearing was one of the tree stock-trading companies in the Netherlands. In line with their policy and regulations all trading and reporting activities were audited and needed to be upgraded.

Approach & Responsibilities

- Analyse security issues
- Inventory of dataflows
- Inventory of possible hard- and software exploits
- Close security flaws
- Setup security policy and manual
- Implement new technologies

Tasks & Deliverables

- Determine budget
- Determine timeframe
- Make project plan
- Coordinate installations at clients side
- Create more secure environment
- More performance of new installations

Technical Environment

Cisco, Windows NT, DOS, VPN, Vlan, POTS, X25, Lan, Red Hat

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Project coordinator / KONE

Context & Objectives

KONE Starlift is a company that installs and maintains elevators. Due to decreasing performance and more and more ICT-troubles KONE decided to change their infrastructure

Approach & Responsibilities

- Inventory of hard and software
- Inventory of best practices and routines
- Proposition of future infrastructure
- Installation of approved infrastructure
- No downtime for field-engineers

Tasks & Deliverables

- Coordinate project team
- Coordinate activities
- Migrate servers NT and Novell
- Re-integrate datacenter AS/400
- Organize training
- Setup coordination of field support
- Use Novell NDS for user authentication
- Uptime during migration of 99% with a maximum of 1 hour daily

Technical Environment

Windows NT, Novell Netware, NDS, AS/400, Cisco, field-terminals for troubleshooting elevators, VPN, SSL, SAN

3. PROJECTS

07/1997 - 01/2000

TAS, BAARN, THE NETHERLANDS

Network engineer / Migration TAS OS

Context & Objectives

TAS needed to migrate the office computers of 300 employees from windows 95 to windows 98 or NT.

Approach & Responsibilities

- Inventory of hard- and software
- Setup migration plan
- Prepare communication plan

- Roll-out of new computers

Tasks & Deliverables

- Determine criteria for installation of Windows 98 or NT
- Inventory of software and replacements if necessary
- Setup project team
- Create flexible software images
- Purchase hardware where necessary
- Install computers
- Coordinate training

Technical Environment

Windows 95, Windows 3.11, windows 98, windows NT, Symantec Ghost, Novell Netware, windows slipstreaming

3. PROJECTS

07/1995 - 06/1997

HOWDEN SIROCCE, LILLE, FRANCE

Assistant International Account Manager (unofficial)

Context & Objectives

Howden Sirocco is a company in the metallurgic industry that supplies custom engineered centrifugal fans, primarily for arduous process applications and is particularly active in upgrading existing fan installations.

According to product designs the right materials for production had to be defined, purchased and controlled

Approach & Responsibilities

Since French account managers speak almost only French, they regularly asked me to intervene for international projects. Defective fans or troubleshooting malfunctioned installations were normally out of the budget so a fast and cost-effective solution was required.

Tasks & Deliverables

- Speak dutch, English, german
- Troubleshoot installations
- Find a cost-effective solution

Technical Environment

3. PROJECTS

07/1995 - 06/1997

HOWDEN SIROCCE, LILLE, FRANCE

Technical Purchaser

Context & Objectives

Howden Sirocco is a company in the metallurgic industry that supplies custom engineered centrifugal fans, primarily for arduous process applications and is particularly active in upgrading existing fan installations.

According to product designs the right materials for production had to be defined, purchased and controlled

Approach & Responsibilities

Read and understand technical drawings from the design-team. Define product characteristics for specific implementations. Define a budget. Get in touch with possible suppliers, get the raw materials and stay within budget and time limitations.

Tasks & Deliverables

- Define quantity and quality of raw materials according to technical drawings
- Define budgets
- Purchase material
- Quality control of material

Technical Environment

Mechanical equipment for material testing, Handbooks for material characteristics. Lasercutting and watercutting machine knowledge to calculate necessary raw material

3. PROJECTS

02/1994 - 06/1995

SANKT BLASIUS INSTITUT / INCEN – ST GALLEN, SUISSE

Representative air purification systems

Context & Objectives

Incen is a manufacturer of air cleaning systems for the automotive and building market. St. Blasius Inst. Is the sales branche. Objective was to increase sales all over Europe. My regio's were Belgium and several regions in France.

Approach & Responsibilities

Define market, prescriptors and potential buyers. Get appointment and

interest them in working with a whole new approach of wellbeing and health. Turnover of 100.000 SFr a month minimum.

Tasks & Deliverables

- Identify sales channels
- Visit potential customers
- Sell sell sell

Technical Environment

Home Office, Internet research, Chambers of Commerce, Europages

3. PROJECTS

02/1993 - 09/1993

HOECHST ROUSSEL PHARMACEUTICALS INC, NJ, UNITED STATES

Assistant Product manager – Trental, Internship

Context & Objectives

HRPI was one of the major drug companies in the USA.

Trental was one the drugs that was hard to be used correctly in the given context of leg-ulcers. Therefore market research and a marketing plan had to be redefined.

Trental needed a new image and another approach to make it a successful drug.

Approach & Responsibilities

Get to know the market, the prescriptors, the users, the competitors and the product position. Setup marketing plan to make Trental into a successful drug in the American market.

Tasks & Deliverables

- SWOT analysis
- Market study
- Marketing plan

Technical Environment

Dos and DOS software

3. PROJECTS

02/1991 - 07/1991

RANK XEROX, VENRAY, THE NETHERLANDS

Project Coordinator, Internship

Context & Objectives

RXV is Europe's distribution center for Rank Xerox.
To comply with market demand RX wished to have their processes documented and certified with an independent certification.
Objectives were to increase customer satisfaction, optimize product flow and to cut costs.

Approach & Responsibilities

Analysis of current situation; finding coherences within best practices of RXV to implement in ISO structure; Create Manual and process descriptions; Get the processes to work; Get RXV certified.

Tasks & Deliverables

- Setup and write manual
- Analyze and describe processes
- Improve processes and comply with ISO standards
-

Technical Environment

Ranks Xerox still used the predecessor of Apple's MAC environment.
Quality Manager was used to structure manual and processes
Quality Assurance was done by RXV according to Manuals and processes written for the project.