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Date of birth: 10/10/1976

Nationality: Belgian

Team Leader - Project & Program Manager - PMO - Process Mgt

**Education**

2018 SAFe 4.5 Scaled Agile Framework

2017 Professional Scrum Master

2015 Certified TOGAF Level 1 + Level 2

2012 Project Management Professional

2007 Team and People Management

2006 ARIS Easy Design & Web Designer

2005 Core Consulting School Accenture (Chicago) Project Management Trainings

2004 Excel advanced Ichec Enterprises + D&B Sales & Marketing Insight

2003 Cognos Transformer OLAP Cube + Internal Auditor CKZ Antwerp

1995-2000 **Commercial engineer**

ICHEC – ISC Saint-Louis

1998 **Master Program** (Erasmus)

Syddansk Universitet (DK) – Mention

**Professional experience**

CAAMI HZIV

11/2022- **Project Manager CAAMI4Fedasil**

Project Lead for Fedasil (CAAMI4Fedasil): Phase 1 consists in e-invoicing for hospitals and pharmacists of health care services / medicines provided to the entitled asylum seekers. Some deliverables foreseen are: Consultation of the rights of the asylum seekers via MyCareNet (eHealth), offering payment commitments to health care providers, drafting of the invoicing instructions, integration of tarification rules specific from Fedasil and agreements given by the medical advisors of Fedasil.

Facilitate delivery in supporting the Scrum Master, analysts, developers & testers

Organise SteerCo's and Project Committees. Ensure Go live for pilots in July 2024.Grant / budget managed up to 2,5 Mio €

CANDRIAM

02/2022-10/2022 **Strategic** **Project Management Officer**

Interview the IT Domain Managers & selected PM's to make a 360° evaluation of the organisation, tools, needs & pain points encountered.

Position PMO Service in the organisation: creation and lead of 2 new governance bodies (With COO & IT Domain Managers).

Lead the weekly PMO meetings. Create Governance Guide.

Implement scoring of new ideas allowing support for prioritisation of the roadmap.

Support the COO in creating proposals of the 2023 roadmap

Create BPMN guidelines & 1-pager for process designers

Establish Starter kit for Project / Program Managers

Council of the EU

**Professional experience (cont.)**

12/2019-01/2022 **Process & Change Management**

BPMN Design & harmonisation of the ‘Contract Execution’ processes among 6 Directorates. Streamline the processes in digitalising major activities. Create IT 1-Stop-Shop processes for Staff & Delegates.

Design & improve Audiovisual Services processes. COP MS Power BI

EDF Luminus

09/2018-09/2019 **Project Manager BI + Intake Lead BI + Change Mgt**

* Project Manager BI: organise SteerCo’s, manage budgets, capacity, scope, timing, risks of the BI Roadmap (20 initiatives like Data Science Platform: Machine learning, Migration in AWS Azure, Atrias...) and 5 projects (HR, Wind, IT improvements, E2E Bad Debt, Replacement of a reporting tool) (*>2 Mio € yearly)*
* Intake Lead BI: manage Architect and 7 Solution Designers to deliver epics and stories. SPOC for the 4 Product Owners. Align with other Agile Release Trains, Sprint Leads & Scrum Masters. Increase transparency & visibility to the Business.
* Change Mgt: facilitate & support the implementation of Luminus Agile methodology (AXEL) that evolves gradually through SAFe. Implement JIRA package (Kanban Boards & Scrum wall).

ORES

06/2018- 08/2018 **Project Manager ‘Resources’ of the Smart Metering Program**

Supervise 4 Project Managers of the Program *(>10 Mio €):*

* Proximity logistics for smart meters
* Public tender for third parties deploying the smart meters
* Public tender for recycling (electromechanical meters...)
* Supervision tools for ORES and third parties

NETHYS GROUP

02/2016- 05/2018 **PMO Manager + Technical Architect + BI Manager**

* Create governance and implement PMO services:
  + Implement MSP S package on Timesheet Reporting and capacity planning (80 resources)
  + Implement testing tool for all IT programs / projects (Atrias…)
  + Collect & create IT roadmap (2016-2022)
  + Create governance guide and formalise IT strategy
  + Initiate CAB & CMB meetings
  + Install Project Life Cycle and project’s artefacts
* Technical Architect:
  + List applications in use and update architecture mapping
  + Roll out Architecture Application Strategy exercise
  + Establish To-Be Scenarii / Project portfolio 2017-2024 (S/4 Hana deadline, Infrastructure (Cloud or on premises))...
* BI Manager:
  + Lead the BI Team of 6 analysts / developers
  + Launch BI Architecture Review Study (data, people & technology)
  + Create and follow-up budget, forecasts & project portfolio
* Launch renewal of 2 public tenders (SAP maintenance & IT staffing) and participate in the selection

**Professional experience (cont.)**

* Realise 360° assessment of Nethys Group’s websites (>20)
* IT Lead for Powalco and GDPR (data projects)

ELIA

06/2015-12/2015 **Program Manager + Creation of Enterprise Architecture Strategy**

* Program Manager for the Mc Kinsey Boost Project (IT wave) aiming at reducing costs: follow-up and reporting of 12 projects (Implement Lean, Project selection, Story points, IT Strategy definition…) on budgets, savings, costs, activities’ planning, scope, K(P)I’s, risks… Organisation and lead of meetings (F2F with Project Managers, monthly Project Managers Meetings). Problem solving when meeting issues. *(~3 Mio €)*
* EA: Together with IT Governance Manager: definition of IT Application Architecture Strategy (theme of change per Business Domain, preferred technology (SAP, .Net, Off-the-shelf) per BD). Creation of Architecture Committee, update of IT Strategy and definition of the IT operational roadmap. Organisation of workshops with Sr Mgers for presenting As-Is and determining To-Be (Business and IT) challenges

BNP PARIBAS FORTIS

04/2014-04/2015 **E2E Process Owner Cash & Cards - Business Consultant**

* Establishment of a card’s dashboard from E2E perspective, developing KPI’s ranging from business evolution, process optimisation, cost efficiency, risks, ensuring a robust helicopter view. The results led to a list of corrective actions impacting client satisfaction, cost reduction and organisational changes
* Improve Cash Cycle (NBB, CIT’s…) based on ‘Infracom’ model
* Change management in the Cash & Cards Back Office:
  + Harmonisation of incidents management between cash & cards
  + Improved Clearing & settlement (CSM) activities between 2 services for Bedebit, OLTB, ATM treasury differences
  + Schemes: provide user guide, change working instructions for solving abnormalities
  + Transformation of activities: stop low added-value tasks with high volume (automation of documents, STP processes, IT changes…). Implement transition.

EUROPEAN COMMISSION – DG DEVELOPMENT & COOPERATION / EuropeAid

05/2011-03/2014 **Project Officer (General Coordination Unit: BPM & IT Strategy)**

* Train officials & consultants on ARIS & BPM@EC (increase maturity of the organisation and create a culture of continuous improvements)
* Set-up Project Management Office, create mid-term IT Strategy, project governance’s methodology, project portfolio mgt & communication plan
* Align Business & IT (Link between process models, use cases)
* Integration of Financial Regulation & improvement of process models + ARIS Administrator role
* Coaching and professionalisation of the Business Manager role via trainings, quality assurance, UAT…

SIBELGA

**Professional experience (cont.)**

01/2010-04/2011 **Process Analyst (BIM within Network Mgt Dept)**

* Business Information Manager role (GIS of gas & electricity networks using Agile methodology - SCRUM): Testing manager, SPOC for the business, responsible for issues management…
* Update of process flows & owner of the Network Management Balanced Scorecard
* Project participation in Portfolio Management and other improvements

ELIPS

03/2008-12/2009 **Experienced Project Manager (Non-Life & Life)**

* **Project Manager CRM** for Allianz: Manage a team of 5 developers & business analysts. Planning of releases & activities, collaboration with Non-Life customer dept & IT. Main accomplishment: stabilisation of the CRM

ALTRAN EUROPE

01/2006-02/2008 **Project & Process Manager**

* ING South West Europe Wholesale (Corporate & Midcorporate clients)

Through workshops & interviews: Modeling of the entire value chain General Lending (from FO to BO). Improvements, harmonisation and quick wins implementation. Setting up measures (SLA’s & KPI’s). Strategy, Organization, Lean Management, design ‘To-Be’ models & alignment with Sox. Implement changes.

* BNP Paribas Fortis Retail, **Process & Project Mgt CRM**, 3 projects:
  + Functionalities improvement of the IT system used in Branches
  + Cross Channel Feedback Loop: generate leads in Branches from simulations created within PC banking (budget estimates…)
  + Finalization of historical data’s retrieving project in PC banking

ACCENTURE

06/2005-12/2005 **Senior Consultant in Supply Chain Management**

* Project Management Organisation
* Cleansing and centralization of SAP Material & Supplier Databases. Manage offshore team in India.

UNIVAR BENELUX

2003-06/2005 **Supply Chain Analyst**

* Expert in Business Intelligence on Cognos PowerPlay & Transformer
* Creation of new models: cubes and dedicated reports
* Training of Benelux sales force and buyers to the BI tool
* Responsible of the single sourcing project + internal audit (quality)

2001-2003 **Internal Sales Coordinator / Purchase & Marketing Assistant**

* Internal sales and Purchase for Chemicals & Pharma sector in Flanders

**Languages**

French Mother tongue

Dutch Fluent

English Fluent

**ICT**

MS Project (Server), MS Teams, MS PowerBI, QlikView, TestTrack, Sparx Systems - ArchiMate 2.0, GIS, G/Technology & G/NetViewer, ElectraCAD, MS Office 365, MS Teams, MS SP, Clarity, Visio, SAP R/3, JDE, Cognos PowerPlay & Transformer, ARIS Architect/Designer, ARIS Connect, BPMN 2.0, UML, Enterprise Architect, Business Objects, MS Dynamics CRM, MEGA, Augeo, JIRA, Visual Paradigm

**Hobbies**

Travel, music, read books, vintage hi-fi and theatre / Sports: Padel-Jogging-Ski-Windsurfing