

François VANDECAN

Avenue de la Forêt de Soignes 302

B - 1640 Rhode Saint-Genèse

Email : Francois@Vandecan.beCV online at <http://www.vandecan.be/cv>**LinkedIn** : <http://www.linkedin.com/in/vandecan>

Belgian, 48 years old



+32 2 358 51 17



+32 475 249 744

PROFESSIONAL OBJECTIVE*ALIGN IT WITH BUSINESS OBJECTIVES, TRANSLATE BUSINESS GOALS INTO IT***Profile**

- P& L oriented
- Technology oriented
- Marketing minded
- Change & (re)Organization Management
- Long experience managing people
- Process & Quality oriented (ITIL based)
- International minded
- Empathic

What I'm typically doing (and I do like) ...

- Information System Infrastructure Management : defining information structure, pertinent events, procedures, documentation, ensuring maintainability, scalability, Automatisation as far as possible, ...
- Service Level Management : Spoc between the customers and the IT (insourced or outsourced),
- People Management : Team Management to enhance ie, the quality of services delivered, Structured approach to prioritize tasks
- Project Management : Infrastructure migration and roll up.
- High-level consulting : Align IT with business needs.

Why I'm successful...

- Able to think by myself, and permitting myself to use this capability unlimitedly.
- Outstanding technological culture spanning a large spectrum of IT field : from hardware to technology management, through network technologies, operating systems, messaging, internet access and security, DBMS, .
- Outstanding learning & analytic capabilities in both technical and business fields : able to learn and adapt quickly to any new technical and/or organizational and/or cultural environment. (very less apprehension for change), KPI's ...
- Strong inter-personal qualities : easy clear communication, solid empathic team player, good redactional skills, resilient and pragmatic, able to face efficiently any situations.

What can I add to your company?

- Bring added value and creativity by guiding, managing, and/or reengineering an operational team and activities related to services management in networks, data center and/or customer care management.

Competencies summary

- Test Manager (SAP devlp & numerous business applications)
- Wintel Service Infrastructure Manager (- >20 people) for a worldwide company (ITIL processes based), SLA's, Quality check, ... (4 years experience)
- experience as programmer analyst (4 years)
- Project Manager (7 people) (5 years experience)
- deeply involved in customers and suppliers contacts, (notably as Cubic reseller) (4 years)
- Trilingual (French/English/Dutch)

- Graduate in Computing
 - postgraduate in sales promotion & marketing
 - Interim Management (ICHEC-Entreprises 2004)

Tracks records

- Test Manager
- IcT Manager
- IT Audit
- Reorganization of Teams + Teams evaluations
- Support Account Managers in customers premises
- Industrialization of repetitive tasks via scripting & scheduling
- Standardization of requests (via forms & rules)
- Migration & Consolidation of servers
- Follow up contracts with strong SLA's
- Statistics DB for network Printers (invoicing per page usage)

"Experience is not what happens to you; it is what you do with what happens to you."

[Aldous Huxley]






Latest achievements	
....	<ul style="list-style-type: none"> • ICT and organization advices for different smb companies
Ergon Capital Partners	<ul style="list-style-type: none"> • Management of the IT infrastructure • Design of new architecture with recovery • Implementation of new architecture
Ergon Capital Partners	<ul style="list-style-type: none"> • IT Audit following standards
Groupe Bruxelles Lambert	<ul style="list-style-type: none"> • Management of the IT infrastructure • Design of architecture & call for tender • Implementation of new architecture with recovery <ul style="list-style-type: none"> ◦ Windows 2008 Server & Windows Vista wit GPOs ◦ Numerous tests before going into production
Groupe Bruxelles Lambert	<ul style="list-style-type: none"> • IT Audit following standards
Fortis Bank	<ul style="list-style-type: none"> • Testing of OpenHR software linked to SAP-tem • Redaction of 2 technical manuals (270 pages)
SoftFitness.com	<ul style="list-style-type: none"> • Creation of Website (contents & design) • Launching of activity
David Lloyd Leisure	<ul style="list-style-type: none"> • Audit actual processes & optimisation • Coaching of Management members (3)
Euroclear Bank	<ul style="list-style-type: none"> • Reorganisation of Support Level 2 & 3 (23 people)
ING Bank	<ul style="list-style-type: none"> • Audit Processes • Proposal & acceptance of optimized standardize processes
Atraxis Group	<ul style="list-style-type: none"> • Design and Implementation of Intl Structure • Design of technical levels for the Wintel infrastructure (both Servers & Desktop) • Choose of Standard solution of Antivirus + Monitoring solution.
Atraxis Belgium	<ul style="list-style-type: none"> • EDS – ATX merging project (Wintel part) • Business continuity (Sabena Technics, Snecma) • SN Failing project (IT, Wintel part) • Cost Analysis project (Excel Based) • Bidding project (Excel Based) • Ensure continuous alignment of the services with customer needs • Anticipation of the customer needs • Make day to day responsibility of ownership and resolution of all issues which arise in connection with the Services, including escalation • Act as a single point of contact for all queries and issues in connection with the services • People Hiring • Budget prevision • Team evaluation • Industrialization of repetitive tasks (via scripting) • Standardization of requests (via forms & rules) • Alignment of software & processes • Support account Managers in customers premises to sell our offers • Splitting into 5 teams (Server/Lotus Domino/Service Desk/CA TNG framework (ie CA Advanced Help Desk same as Remedy Service Desk) • Migration NT 4.0 -> Windows 2000 Server • Consolidation of Servers
GIB Group – MIS	<ul style="list-style-type: none"> • Reorganization of Service Desk department. • People Hiring • Budget prevision • Team evaluation • Industrialization of repetitive tasks (via scripting) • Standardization of requests (via forms & rules) • Alignment of software & processes • Security issues • Migration NT 3.51 -> NT 4.0 • Support account Managers in customers premises to sell our offers

Softwork scri	<ul style="list-style-type: none"> • Prospecting & sales • Analysis & development of business applications • Numerous customers (EEC, Cap Gemini, Coca-Cola, UMI, Soper, Breitling ...)
Pierre Van Deuren sa	<ul style="list-style-type: none"> • Analysis & Development of business applications • Technical teacher • Demonstration & sales of software products.

Professional experience	
<ul style="list-style-type: none"> Interim Management Missions 	
04.2009 ▶	Ict & Organization advice
12.2006 ▶ 03.2009 Ergon Capital Partners	IcT Manager
09.2006 ▶ 03.2009 Groupe Bruxelles Lambert	IcT Manager
06.2006 ▶ 08.2006 Groupe Bruxelles Lambert	Audit IT Manager
04.2006 ▶ 05.2006 David Lloyd Leisure	Audit Organisation & IT Manager , Creation of templates & tools for statistics, Coaching of Management members (3)
11.2005 ▶ 03.2006 Fortis Bank	Test Program Leader & Technical writer (SAP-TEM, Hr department)
08.2005 ▶ 10.2005 SoftFitness.com	Manager, Launching activity, creation & Management of website www.SoftFitness.com
11.2004 ▶ 07.2005 David Lloyd Leisure	Audit Organisation & IT Manager , Creation of templates & tools for statistics, Coaching of Management members (3)
05.2004 ▶ 07.2004 Euroclear Bank	Interim Infrastructure Service Manager , Office Infrastructure Services (Terminal Server, Citrix)/ Lotus Infrastructure / Desktop Factory managing 3 teams of 21 people in total. Service Management.
03.2004 ▶ 05.2004 ING Bank	Interim Mission /Change Implementation Manager Identification of processes (process implementation), documentation, Migration preparation of Crucial e-Business Applications from UK to Belgium and Holland.
09.2003 ▶ 11.2003 Fortis Bank	Test Manager
<ul style="list-style-type: none"> Permanent positions 	
09.2000 ▶ 06.2002 Atraxis ▶ 06.2002	International Infrastructure (Engineering) Manager : Worldwide Strategic choices and orientation for Wintel OS platforms and any linked products; Alignment Process Engineering; Tools and Methods standardization. Part time outside Belgium (Switzerland/South-Africa/USA/Emirates). Design and implementation of International structure with Service objective level.
▶ 05.2001	Server & Client Infrastructure Service Manager : 5 Teams of 17 engineers supporting Wintel servers (100) & Pc's (3.500) with strong SLA's. Active collaboration in the bidding process. Consolidation & Migration NT 4.0 -> Windows 2000 Server. Responsible for Systems Engineers, budget elaboration, follow-up & review, annual evaluation of teams. Usage of SAP FI module. Numerous vBScript developments. Relation with Customers. Monitoring & Control of service level. (Changes,Incidents/Problems....)
01.2000 ▶ 08.2000 Prof. sabbatical time	
08.1998 ▶ 12.1999 GIB Group – MIS	Servers Infrastructure Supervisor , Managing a team of 8 systems engineers using NT servers (45) in the volume-retailing sector, with a turnover and profitability objective. Migration NT 3.51 -> NT 4.0 Responsible for Help desks teams, budget elaboration, follow-up &

review, annual evaluation of teams.
 Reorganisation of Teams with Service minded focus

Professional experience (contd)	
• Free Lance position	
04.1989 ► 07.1998 Softwork scri	<p>Consultant/Interim Manager, 01/1998-07/1998. Analysis & Development of a management software for a Fitness room with remote access to the network via the ISDN, using ACCESS 97 to generate reports, manager of a Team of 10 fitness instructors. Various consulting missions in companies (i.e.: Coca-Cola); installation of NT networks.</p> <p><u>European Commission</u> – DGXXI,(Customs Directorate). Project and development Manager 1993-1997 (Clipper). Multilingual applications (customs) installed throughout Europe.</p> <p>Company Manager, I place my experience at the service of companies in order to achieve and implement the most reliable solutions in terms of office automation. I am involved both upstream (analysis, invitations to tender, consultancy,) and downstream, (auditing existing situations), and in management applications on local PC networks.</p>
• Permanent position	
10.1986 ► 03.1989 Pierre Van Deuren sa	<p>Application analyst then Project Manager (3 analyst developers). Applications developed in Clipper & Turbo Pascal in a NOVELL environment. Creation of a stock management application in Microsoft Cobol.</p>

Languages knowledge		
	French	Native
	Dutch	Very good
	English	Very good
	Spanish	Speaking & understanding
	Italian	Understanding

Trainings		
01.2010	ISTYA	Prince 2 Foundation 2009
11.2009	ISTYA	ITIL Foundation v3
06.2009	Xylos	Ms Project 2007
03.2008	DCB, english	Watchguard 3 day training
09.2004 ▶ 12.2004	GLTT, dutch	Visual Basic .NET advanced (GLTT, Sept-Dec 2004, one evening, Dutch speaking)
01.2004 ▶ 05.2004	GLTT, dutch	Visual Basic .NET (GLTT, Jan-May 2004, one evening, Dutch speaking)
idem		Windows 2000 Server (GLTT, Jan-May 2004, one evening, Dutch speaking)
2002	May Intl, English	Team Building (May International Training Consultants, Sept 2002)
2001	MCE, English	New Organisational Architectures And Management
2000	Atraxis, English	Atraxis ITPM, Projects (Atraxis Switzerland, 2000)
2000	CA, English	Computer Associates TNG systems framework (Computer Associates , 2000) / Service Desk
1998	HP, English	Microsoft Windows NT Enterprises Technologies (HP)

Technical skills	
OS	Windows 2008/2003, Vista, XP, (Novell 3.11, Novell 4.0; Unix), SBS
Hardware	Wintel PC/Servers mainly HP Proliant/Blades
Software	Office Pro 2007/2003, developer Edition, Exchange Server 2007/2003, Backup Exec 12.5 / BlackBerry 4.1 / MailMarshal 6.x, Lotus Domino/Notes, Ca TNG, and numerous other ones, SAP Financial module
Languages	Vb Scripting (adsi/wbem) Orientation Objet (Library devlp.) (systems oriented), Clipper, Access, MySql, Turbo Pascal (and Cobol)
Analysis	ITIL , Bachman
Communications	ISDN, Routers (basic knowledge), TCP/IP, DHCP
Security	Watchguard, Automatic virus detection (Inoculan, Norton, McAfee) Recovery, Continuity, Monitoring and Integrity, ADMX GPO's

Education	
01.2004 ▶ 06.2004 Ichech Entreprises	Interim Management
09.1987 ▶ 06.1989 Ichech (Cergeco)	Postgraduate in Sales & Marketing
09.1983 ▶ 06.1985 IPL/ EPHEC (ucl)	Bachelor in Computer science (IT)

Additional information	
Born	Ixelles, Belgium, June 17, 1961
Situation	Married, father of two boys
Hobbies	Do it yourself, photography, travel, gardening
Sports	Squash, tennis, handball, skiing and sailing.

Some of the endorsements available on www.Linkedin.com

<p>Wolfgang de Limburg Stirum <i>(client)</i> Wolfgang hired you as a IT Consultant in 2007 {1} Top qualities: Great Results, Expert, On Time</p>	<p>“Francois implemented all the IT at Ergon, with complex infrastructure connecting our 3 international offices. Since being taken over by Francois, Ergon’s IT system has been stable and fully reliable.” <i>March 30, 2009</i></p>
<p>Xavier Likin <i>(client)</i> Xavier hired you as a IT Consultant in 2007 and hired you more than once Top qualities: Expert, On Time, High Integrity</p>	<p>“Francois implemented and subsequently upgraded, managed and monitored all Ergon’s IT infrastructure. As from he joigned us, our complex infrastructure has been stable and reliable over time. François is not only an excellent technician but also showed skills in administrative and budgeting areas.” <i>April 1, 2009</i></p>
<p>Serge Touati <i>(client)</i> Serge hired you as a IT Consultant in 2007 {1} Top qualities: Great Results, Personable, Expert</p>	<p>“Francois has been very helpful for us: always able to find the solutions quickly, always able to help/assist, always able to provide advice... He knows quite a lot on a wide array of issues. Very helpful” <i>March 12, 2009</i></p>
<p>David Beeckman <i>, Security Engineer, DCB (business partner)</i> was a consultant or contractor to you</p>	<p>“Francois is a very polite, honnest and extremely good skilled ICT manager. It was always very nice working with him. His good software knowledge and ICT vision are lifting the network to a higher level, and always with a focus for security. Great guy to work with” <i>March 14, 2009</i></p>
<p>Riccardo Collini <i>(client)</i> Riccardo hired you as a IT Consultant in 2007 and hired you more than once Top qualities: Great Results, Expert, On Time</p>	<p>“François has a deep knowledge of any IT matter. He is very competent and proactive. He always delivered what I asked for in a reasonable time.” <i>March 23, 2009</i></p>
<p>Nicola Zambon <i>(client)</i> Nicola hired you as a IT Consultant in 2008 {1} Top qualities: Great Results, Expert, On Time</p>	<p>“François has designed, implemented and maintained our IT network in Brussels, Milan and Madrid. He is knowledgeable, reliable and responsive. Since he took over, operations run smoothly and we never experienced any major issue.” <i>March 23, 2009</i></p>
<p>Laurent Raets <i>, Analyst, Groupe Bruxelles Lambert (colleague)</i> worked with you</p>	<p>“François is very motivated and has a pragmatic approach. He is also a good listener and is open to new ideas.” <i>March 19, 2009</i></p>
<p>Bruno Bayet <i>(client)</i> Bruno hired you as a IT Consultant in 2006 {1} Top qualities: Great Results, Personable, On Time</p>	<p>“François Vandecan is a pro-active IT manager with large scale of competences, from hardware architecture, security, database management to software implementation and maintenance. He is delivering high quality work in due time for the benefit of the users. It was a great pleasure having François in our office.” <i>March 23, 2009</i></p>
<p>Jeroen Hollemans <i>, Security Engineer, DCB (business partner)</i> was a consultant or contractor to you</p>	<p>“I worked with Francois for a few years and he is a professional, direct and knowledgeable person with a great sense of humor. I'd recommend him to anyone who is in need for a fine, hardworking ICT Manager.” <i>March 27, 2009</i></p>
<p>– Stefan Beerten worked directly with François at Fortis Bank</p>	<p>“François worked with me for the LMS (Learning Management System) project. He was very detailed, worked in a structured way and was very fast in acquiring a profound knowledge of the system. This, he combined with good writing and presentation skills to produce documentation and manuals that were focused effectively to the target audience. I really enjoyed working</p>

	with François.”
– Vincent Piedboeuf managed François indirectly at ING Bank	“I was very pleased to work with François, who demonstrated strong management skills and a remarkable ability to have everybody focused on the most important issues. Highly recommendable.”
– Guy Rasschaert managed François at ING Bank	“I’ve had the pleasure of having Francois Vandecan in my team of Change Implementation Managers. Francois has performed excellent work in this coordinating role throughout our OPS&IT department. In addition he has helped to document and enhance the process which enabled me later to put my standard as the company standard for that kind of work.”
– Dany Franssens managed François at Atraxis	I had a good working relationship with François. His direct communication, pragmatic approach and stress resistance in combination with excellent technical skills made him one of my mostly valuable managers.
– Steve Rosa reported to François at Atraxis	“Very good manager. Always listening to what I said. François is very enthusiastic in his job. I could not find yet a leader like him.”
– Bart Van der Vloet reported to François at Atraxis	“I had the pleasure to work for François. He was my manager at Atraxis. François is a good listener and is able to change, not only him but others as well. He was the only manager I had who was able and dare to change something in advantage of the company. He is not a quitter, he will continue until the objectives are achieved.”
– Alain Haentjens , reported to François at Atraxis	“François called me to join him at Atraxis, he asks me to come mostly for VB scripting, a dream for me. François is documentation oriented; today I still thank him for that. François demonstrates his (crisis) management skills during the bankrupt of Sabena, also his team management, motivating people and maintain team spirit even in very difficult situation. When do we work together again? »
– An De Jonghe was with another company when working with François at GIB	“François has a general profile, combining IT, management and marketing skills. On top of that he is a nice person to do business with.”
– Alain Haentjens , reported to François at Carrefour (ex-GIB)	“I like to work with François at Carrefour, because he is open to idea of member of his team. We do a very good job at Carrefour, our target was to improve our efficiency in server management and our proactivity to manage problems in Server Management but also to monitor production flow. François is a good manager with a very good technical knowledge.”

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