

FRANÇOIS VANDECAN

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INFORMATION TECHNOLOGY MANAGER

Bringing customers and IT together to translate business goals into innovative IT solutions.

Forward-focused IT authority with a strong ability to identify initiatives and facilitate action-driven plans to align IT and business objectives. Consistently delivers IT best practices to drive organizational goals through the development of technology solutions that streamline processes and capitalize on corporate growth opportunities. A creative thinker, problem solver and decision maker who specializes in finding solutions where none seem to as seen in the use of emerging technologies to drive corporate advancement. Advanced ability to lead teams and maximize employee skill sets to drive progression and innovation in technology.

CORE SKILLS & STRENGTHS

- ◆ Business Operations
- ◆ Profit & Loss Management
- ◆ Process Improvement
- ◆ High-Level Consulting
- ◆ Senior Level Management
- ◆ Wintel Infrastructure Management
- ◆ Application & Automation Tools
- ◆ Change/Release Management
- ◆ Interpersonal Communication
- ◆ Team Leadership & Development
- ◆ International Business
- ◆ Quality Assurance
- ◆ Customer Relations
- ◆ Sales & Marketing
- ◆ Multi-Lingual

Languages: French, Dutch, English, Spanish, understanding of Italian

CAREER ACCOMPLISHMENTS

Restructured organization from a cost company to a profit and loss company with a focus on customer requirements and newly defines roles and responsibilities. Reorganized employees into 4 functionally oriented IT teams with an effort on enhancing communication between team members for increased internal satisfaction and improved user satisfaction.

Key results:

- ❖ **Reduced issue resolution from more than one hour to less than 15 minutes.**
- ❖ **Lowered manual automisation by 50%.**
- ❖ **Increased user satisfaction 60%.**
- ❖ **Enhanced systems engineer satisfaction by 80%.**

Addressed customer request for market price invoicing at pay-per-use rather than fixed price by analyzing current service, printer response time and solutions for more than 600 shared printers. Integrated the use of two dedicated Wintel Print Servers kept response time to < 8s (one server for Deskjet one server for Lasers) in addition to assessing event log at regular intervals in order to save Print Events into a centralized SQL DB using subscribing (WMI/WBEM). Created monthly process of invoicing from the centralized SQL DB information with setup alert and monitoring for warning/critical events on both Servers and Printers. **Key results:**

- ❖ **Reduction of IT service calls by 25%, printer intervention 17% and service interruption during working hours 50%.**
- ❖ **Increased user satisfaction 72% by aligning real usage and printer model.**

Met company request for IT infrastructure that increased the level of IT services, had availability to remote access adapted supplier contract to the expected level of service. Audited current infrastructure with documentation of critical processes and components to setup a test infrastructure standardizing PC models and configuration and server configuration. Secured suppliers adapted to the company. **Key results:**

- ❖ **Infrastructure was brought up to date utilizing latest technology.**
- ❖ **Reduced IT service calls by 40% and service interruption 80%.**
- ❖ **Decreased supplier contract spending by 20%.**
- ❖ **Eliminated 15% of servers.**
- ❖ **Increased user satisfaction by 75% and availability of IT manager 50%.**

PROFESSIONAL HISTORY

Independent IT Consultant, 2003 – Present

Softworks

- ❖ Provided advice and recommendations for ICT Infrastructure and suppliers achieving effectiveness and efficiency in the delivery and support of services to ensure value for customers.
- ❖ Drove the delivery of business IT services with complete management of Wintel Infrastructure.
- ❖ Coached team members to enhance the quality improvements and standardize processes.
- ❖ Completed internal audit reporting with recommendations made to support IT growth and development.

International Engineering Manager/Server & Client Infrastructure Manager, 2000 – 2002

ATRAXIS

- ❖ Conducted strategic choices and orientation for Wintel OS platforms and any linked products as well as alignment process engineering (ITIL based) and tools and methods standardization (ITIL based).
- ❖ Completed internal audit of organisation and developed a proposal for reorganisation.
- ❖ Performed process optimisation, standardisation and atomisation (ITIL based).
- ❖ Managed and developed team of 18 system engineers with a focus on customer satisfaction and quality service.

Server Infrastructure Manager, 1998 – 1999

GIB GROUP – MIS

- ❖ Directed seven employees in ITIL based process optimisation, standardisation and automisation providing consistent coaching on standardized usage of processes and quality improvement.

Sales & Marketing Manager (Freelance), 1990 – 1993

SOFTPERFECT

- ❖ Initiated, developed and integrated a European Distributors/Dealers network.

Manager (Freelance), 1989 – 1997

SOFTWORK

- ❖ Identified and prospected potential sales opportunities with customers including EEC, Cap Gemini, Coca-Cola, UMI sa, Soper sa and Breitling.

IT Analyst, 1986 – 1989

PIERRE VANDEUREN SA

- ❖ Analyzed and developed and integrated IT business applications.
- ❖ Collaborated on the demonstration and sales of software products gaining recognition as a knowledgeable product leader.

EDUCATION

Interim Management, Ichech Enterprises

Post Graduate – Sales & Marketing, Ichech (Cergeco)

Bachelor's Degree – Computer Science, IPL/EPHEC (ucl)

CERTIFICATIONS & TRAINING

Prince 2 Foundation

ITIL Foundation v3

IT Training - Visual Basic .NET advanced, Visual Basic .NE, Windows 2000 Server T, Atraxis ITPM, Computer Associates TNG Systems Framework, Microsoft Windows NT Enterprises Technologies

Management Training - Team Building, New Organisational Architectures and Management