

**Personal  
details**

**Frank Engelen**  
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**Profile**

I am a result oriented IT manager with extensive experiences in team leadership. My dedication and perseverance are my strong points to execute assignments successfully.  
I have a positive leadership style, focussing on strengths to grow personal and group excellence.  
Since November 2014 I am an entrepreneur.

**Education**

PMI - PMP certified since 2001  
ITIL 4 – IT Service Management, certified since October 2019  
1992: PICS (Logistics Management) course  
1983 - 1985: French – evening course, LBC – Mortsel  
1981 - 1983: Bachelor Informatics, St-Lodewijk - Antwerpen  
1980 - 1981: Industrial Engineer, IHAM, Antwerpen  
1974 - 1980: Scientific B studies, Xaverius College, Borgerhout

**Languages**

Dutch: native language  
German: sufficient

English: excellent  
Italian: notions

French: sufficient

## Experiences

### **FE CS: November 2014 - Now** **Project Manager**

#### **September 2017 - Now**

Client: Geo Solutions

- Project Management for a number of GIS projects: Zaalzoeker (Digipolis), Atlas-Post, Data Portaal, Antennes (BIPT), SWIM-Portaal (DVW), CampaignBuilder (BDMysshopi), Percelenapp (Digipolis), Hitteverlikker (Digipolis), enhancements to KLIM-CICC (vzw KLIM), Nautisch Portaal (AMDK - Vlaamse Overheid), Wild In Zicht application (ANB - Vlaamse Overheid)
- Service Level Management for all applications where Support Services are provided for
- Service Delivery Management:
  - Monitoring of all projects within Geo Solutions. Bi-weekly Project Governance Board, overall resource planning
  - Unambiguous project reporting
  - Risk management
  - Escalation contactpoint, take ownership for critical incidents

#### **May 2018 – December 2018**

Klant: Trilations – project for Hugo Ceusters

- Project Management & Coaching: ACE project

#### **November 2014 – January 2018**

Client: Data Support N.V. and Data Support Intl. S.A.

- Project Management for all projects: Implementation of Cloud solutions/ ERP system for small & mid-size companies, applying Agile - Kanban development methodology

#### **September 2016 – June 2017**

Client: Trilations – project for SD Worx

- Project Manager: Implementation of a Service Management solution (Cherwell) for International Employment Services at SD Worx:
  - As of February 2017: all 'Payroll coordinators' (+60) operational in Cherwell
  - On-going integration of the Back-Office team in Cherwell – pilot phase

#### **February 2017 – June 2017**

Client: Trilations – project for the VREG

- Consolidation and analysis of problems caused by the implementation of the Uniek Loket at the VREG
- Liaison between EANDIS, INFRAx and the VREG IT supplier in solving problems
- Providing advice for permanent/structural solutions to solve current problems

#### **April 2015 – February 2016**

Client: Coralius – project for EANDIS

- QA & E2E Test Management Services at EANDIS

### **HP/EDS 1985 – 2014**

#### **July 2011 – October 2014** **EMEA Java Practice lead / Project Manager**

- Team-management: managing 35 Java-engineers and 3 Managers (1 BE, 2 Swiss)
- Capability development:
  - Realisation of a virtual Java capability within HP EMEA Enterprise Services
  - Java Governance Board: Board that performs technical oversight of all Java projects
  - HP GIS solution: realisation of an Open Source based GIS platform
  - Roll-out of Agile – Scrum methods (e.g.: HP Agile Manager)
- Project manager: rollout ES – Service Platform Java Creation Services & Run-time Services. An integrated Java development environment in the Cloud: > 25 projects (= + 90% of all projects)
- Technical responsibility for the execution of all Java/Jee projects. Major clients: Vlaamse Overheid, BNP-Paribas, Atlas-Copco, Alcatel-Lucent, BEKB, Vodafone & Department for Work & Pensions

#### **March 2010 – June 2011** **Program Manager**

Project description: Assessment of the impact of the DCO (Data Centre Optimization) – server migration program on all applications (>400) maintained by HP for Alcatel Lucent

- Managing of 3 assessment teams (1 EMEA, 1 US & 1 AP)
- Coordination between all affected teams: DCO team, Application delivery teams, 3rd parties and client

#### **October 2009 – February 2010** **Project Manager**

Project description: Migration of + 130.000 documents to a new Document Management System

- Planning of the transition project that had status red. Determine technical approach how to migrate with minimal impact. Creation of a new project team (planning)
- Development, preparation of the migration (intensive load testing) and execution of the migration (execution)
- Closing the project, dismantling of the team, sign-off transition project (close-down)

## **2005 - 2009 Technical Delivery Team Manager – Java team**

- Team-management: managing of + 90 Java-engineers in de Benelux (in 2008 team extended with German Java-team (+1 manager with 20 Java-engineers))
- Capability development: Roadmap to increase productivity, quality and technical experiences of the team

## **2003 - 2005 Project Manager / Operations Manager**

Project description: Set-up of the AIP (Acceptatie voor In Productiestelling) organisation for the Flemish Government. The AIP organisation assumes the responsibility to perform a final technical control of new or changed business applications before they are taken in production by EDS/Telindus

- Transition project: In cooperation with PS-Testware
  - Define and document the AIP processes, guidelines and procedures
  - Staffing of the AIP team installation of the AIP test infrastructure
  - Transition of the SBS test-frame activities to the AIP team
- As of 2004, Operations manager for the AIP organisation

## **1985 - 2003 different roles: Systems Engineer, Supervisor, Operations Manager, Technical Delivery Team Manager within the EDS – GM account & Project Manager within the European RMC organisation**

- 2002 - 2003: Co-Project Manager for the 'European Virtual RMC' (Request Management Centers) scope : roll-out of the AVAYA Interaction Center (AIC) in the various RMC's (Nanterre, Bari, Bremen, Mechelen)
- 2000 - 2002: Technical Delivery Team Manager of the Cyberapps team (Java) and Responsible for het Test Specialist Network (20 members) - CMM L-3 initiative
- 1996 - 2000: Operations Manager van de EDS CE-Service – Warranty organisation: operations, maintenance and extensions of the applications for GMIO-Aftersales: NEWS (Claims processing for 31 countries), AWARE (assessment of Claims), RPPR/FFCS (Claims statistics), SAR (Parts Sales Statistics)
- 1993 - 1996: Supervisor EDS Opel Belgium Systems-Engineering team and Project Manager: implementation of B-SDS for Opel France, Opel Finland en Opel Italia
- 1985 - 1993: Supervisor, Account Specialist, Systems Engineer EDS Opel Belgium account and Project Manager: Implementation of New Vehicle Billing, Pricing & Fleet system for Opel Belgium. (B-SDS)

## **1983 - 1985 (GM)**

Trainee: Helpdesk agent - SCOOP (Stock Control Operations & Ordering Procedure)

## Skills

### **Functions / Roles**

Program/Project & Operations Management

Service Delivery Management

Team Management

### **Methods and Techniques**

- SLC
- Agile Development (Scrum, Kanban)
- V-Model
- PMBoK (PMI)
- CMMI & ITIL 4

### **Technical skills (\*)**

- Programming languages: Java/JEE, Javascript, Cobol (mainframe) (\*), WordPress
- Tools & Packages: Open Source Frameworks: Spring, Wicket, Struts, Hibernate, JSF, GWT, AngularJS (\*)
- Build tools: Jenkins, Repository Managers: Nexus, Archiva (\*)
- Application servers: Tomcat, JBoss, Weblogic (\*)
- Version control: GIT, SVN, Starteam
- Testing frameworks: Junit, TestNG, Selenium, TestLink, HP ALM (HP Quality Center)
- Reporting tools: Jasper Reports (\*)
- ITSM/ITIL tools: Avaya Interaction Center, Jira, Landesk, HP Universal CMDB, Cherwell, Omnitrac
- IDE: Eclipse, IntelliJ (\*)
- DB: Oracle, PostgreSQL, DB2 (mainframe) (\*), MySQL
- HTML, XML

(\*) passive knowledge / limited experience

## Conferences

Devovx (Javapolis)

ADM – 'e-werken': guest speaker

## Others

Free time: Ju-Jitsu, travelling & photography

Member of the Board of Directors (Treasurer) and General Technical Director of the Vlaamse Ju-Jitsu federatie ([www.vjif.be](http://www.vjif.be))

Chief instructor Ju-Jitsu – Juzando, Zandhoven ([www.juzando.be](http://www.juzando.be))

Member of Kiwanis Zandhoven ([www.kiwaniszandhoven.be](http://www.kiwaniszandhoven.be))