Thierry-J VINCENT

thierry@itleans.com - +32 495 19 73 63

Senior Manager (IT)

Process	Project	Service Operations	People

Objective - Profile

Passionate about helping **clients** solve problems and improve **processes**.

People oriented manager with a **strategic** and **creative mind**, most efficient in **development and support** environments. Implementing **new approaches** and **technologies** while at the same time leveraging existing **good practices (ITIL)** and **methodologies (Lean Six Sigma)**.
Proven track record in addressing challenges through a **pragmatic** and inclusive approach; listening to clients' needs before formulating a **shared vision** and fostering **collaborative teamwork**.

Domain of expertise

Process Improvement (Ores, Bpost, Euroclear, Sibelga, Electrabel, Bull - 8 years)

Definition and delivery of improvement project/program. "As is" analysis, gap analysis, design new process, business case study and implementation of new processes.

➔ Implementing **ITIL** - Incident management, merging different helpdesks (Brussels, Antwerpen, Tihange) and aligning tools, processes (including second and third line support). As results reduced costs and a drastic quality improvement (customer satisfaction inquiry & KPI).

➔ In 2008 (crisis), I proposed to be the first department in the company implementing **LEAN** methodology. I improved productivity of the IT basic facility Service by 40% while delivering same proven quality!

Project / Program management (FNRS, ING, AXA, Bpost, Euroclear, Electrabel - 8 /2 years)

Management of portfolio and/or large projects

➔ Setting up a renewed problem management process. Open problems reduced, priorities and the budget under control.

➔ Making business study for a cloud platform, pragmatic approach aligned with customer needs and operation management. The proposed program (2 M€) (60 projects) was approved by CIO. Among those projects, I delivered a new shared application monitoring platform.

IT Service Operations (FNRS, Orée, Euroclear, Electrabel, Paperless, Creasoft , Bull, Paperless, EU, Perfomatic - 12 years)

IT Operational leadership of Incident, problem management and Request fulfillment within large organisation (up to 15 000 users).

Negotiating Service Level Agreement (SLA) and translating internal customer needs into request for proposal. Follow Up contracts (OLA and SLA).

Direct / transversal People management (FNRS, Orée, Electrabel, Bull - 11/6 years)

Small & large teams (up to 70 members) on various situations: multiple locations (worldwide); transversal teams (process management up to several hundreds people) and volunteers (> 100 persons).

Consulting: ITIL, Cobit, Balanced Scorecard (Electrabel, Sibelga - 2 years)

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Experience

2018 -	**Ores**	**IT Service Management**, Incident, Change, Service Level, Service Catalog. (ITIL)
2015 - 17	**FNRS**	**Directeur Administratif**, Operations, IT and HR Management. (ITIL)
2013 - 15	**Orée**	**Directeur opérationel,** Operations, Sales, HR, IT. (SCRUM)
2012 - 13	**ING**	**IT Senior Project Manager**, Infrastructure Lifecycle management (Prince2).
2011 - 12	**AXA**	**IT Senior Project Manager**, Portfolio infrastructure project mgt. (ITIL)
2010 - 11	**Bpost**	**IT Process Owner**, Problem Management (ITIL, BPMN)
2008 - 10	**Euroclear**	**IT Workplace Service Director**, IT basic facilities operations (Lean, ITIL)
2007 - 08	**Euroclear**	**IT Senior Project Manager**, Portfolio infrastructure project mgt (V-Model)
2006 - 07	**Sibelga**	**Senior IT Manager**, IT Governance (ITIL, Cobit)
2004 - 06	**Electrabel**	**Security Project Manager**, Implementation of new retail platform
2001 - 04	**Electrabel**	**IT Senior Manager**, Service desk, Incident & Problem Management (ITIL)
2000 - 01	**Creasoft**	**Customer Care Manager**, Customer Support Manager
1998 - 00	**Bull**	**IT Manager**, Service desk manager (ITIL), pre-sales, IT operations for customer
1997 - 98	**Paperless**	**Business Development Mgr.**, Business plan & creation of Paperless (Canon)
1993 - 97	**EU**	**IT Business Analyst**, Project coordination, app. prototyping, 3th level support
1991 - 93	**Performatic**	**System Engineer**, pre-sales, OCR app. development, 3th level support
1989 - 91	**Bull**	**DB Analyst**, Set up & manage a new Information Service Centre .

Education

Business Management Program Vlerick Management School (in Dutch), Leuven, 03 - 04.

IT Analyst - developer Bull SA & FOREM, Brussels, 87 - 88.

Master in Physics Université catholique de Louvain, Louvain-la-Neuve, 81 - 87.

IT skills

➔ Office automation (MS Office, MS Project, Libreoffice, G Suite)
➔ PC Soft : Windev, Webdev (certified AlPhorm) , windev mobile
➔ JAVA (certified by Solo Learn)
➔ VBA (Word, Excell).

Methodologies

➔ ITIL (Certified APMG ITIL foundation v3)
➔ LEAN (Certified LSSB Green belt Lean Six Sigma)
➔ Prince2, V-Model, SCRUM (Certified)
➔ BPMN
➔ UML (Certified Edx KULeuven & openclassroom)

Languages

➔ French: *****
➔ English: ****
➔ Dutch: ***

Personal Details

https://www.linkedin.com/in/thierryjvincent/

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Miscellaneous Belgian, born on Apr. 3, 61.

10 year coaching young hockey players (from 4 to 16 years old), Hockey referee

Detailed professional background

2018 - now (ORES - contractor): IT Service Management

ITIL, IT Service Management.

With in the ATRIAS program (setup of an clearinghouse for energy market in Belgium) I designed and implemented the following IT service management processes: Incident, Request fulfillment and Change management. I defined the new operating model for Service Management.

2015 - 17 (FNRS - permanent): Directeur Administratif

Operations, IT and Human Resource Management;

In a complex organisation with 10 subsidiaries. COO, HR director and CIO. Setup new payroll system, Setup of monthly business KPI, Improved staff evaluation process, new optimised sourcing strategy, build a new wage forecast model (30 year), I controlled budget (audited and approved by FWB without any remark). I setup the public market management process and a new recruitment process .

2013 - 15 (Orée - contractor): Directeur opérationel

Operations, Sales, HR, IT;

In a context of a deep financial crisis. I managed the invoicing / collection / dunning (turnover 1.5 M€), payroll (more than 100 persons). I realize a cash flow analysis and negotiate bridge credit with banks, I reassured the sponsors (keeping existing sponsor and won a new) , I reduce the short-term receivables (3 % of turnover), I realise a "Voice of the customer" analysis to prepare the new Club offer.

2012 - 13 (ING- contractor): IT Senior Project Manager

Infrastructure Lifecycle management;

Migration of hundreds of servers (solaris 8-10) and Oracle (10-11) and applications running on them. I Managed relationship with offshore project team et business project managers I faced lot of issues due to old undocumented mainframe applications and delivered (nearly) on time.

2011 - 12 (AXA - contractor): IT Senior Project Manager

Portfolio of infrastructure project management;

Making business study for a cloud platform, pragmatic approach aligned with customer needs and operation management. The proposed program (2 M€) (60 projects) was approved by CIO. Among those projects, I delivered a new shared application monitoring platform.

2010 - 11 (Bpost - contractor): IT Process Owner

Problem Management;

As is & to be study process published on wiki (Intranet); Implementing the new process; weekly problem steering meeting (Application management director and his direct reports); KPI published and analysed; Tools adapted.

2008 - 10 (Euroclear- permanent): IT Workplace Service Director

Director of IT basic facilities operations (Lean);

Management of a team of 46 persons delivering first line Support for all IT services in Euroclear (4 500 users) and the second and the third level of support for the workplace infrastructure (clients et serveurs).

➔ more than 40 % of productivity improvement;

➔ Quality improvement (satisfaction survey);

➔ Merging Bruxelles - Paris - London helpdesk, tools & processes;

➔ Lean Transformation.

2007 - 08 (Euroclear - contractor): Service Acceptance Manager

Portfolio of infrastructure project management;

In 2008, Euroclear had fear of the impact of the pandemic influenza. In order to mitigate the risk and reduce the insurance fee, I setup a Remote Access System. The infrastructure was delivered on time and on scope and with a budget smaller than the forecasted despite union issue, security problems and the replacement of the main sponsor

2006 - 07 (Sibelga - permanent): IT Governance Manager

IT Governance; Coaching & supporting new management team in implementing ITIL / Cobit

2004 - 06 (Electrabel - permanent): Security Project Manager,

Implementation of new retail platform; User management process - definition and implementation of authentication procedure/process and user profile.

2001 - 04 (Electrabel - permanent): Service desk, Incident & Problem Manager (ITIL);

I implemented (ITIL) Incident management . I merged all helpdesks (Brussels, Antwerpen, Tihange) and aligned tools, processes (including second and third line support. As results reduced costs and a drastic quality improvement (customer satisfaction inquiry & KPI).

2000 - 01 (Creasoft - contractor): Customer Support Manager;

1998 - 00 (Bull - permanent): IT Manager, Service desk manager (ITIL), pre-sales, IT operations for customer; Setup new helpdesk for Bull customer. Incident Manager

1997 - 98 (Paperless - contractor): Business Development Mgr.,

Business plan & creation of Paperless (Canon)

1993 - 97 (EU - contractor): IT Business Analyst, Project coordination, app. prototyping, 3th level support.

1991 - 93 (Performatic - permanent): System Engineer pre-sales, OCR app. development, 3th level support.

1989 - 91 (Bull - permanent): DB Analyst, Set up & manage a new Information Service Centre .