Curriculum Vitae Lieven D'hoore

CONTACT

Name:	Lieven D'hoore
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Born:	July 29th 1969
Nationality:	Belgian

PROFESSIONAL COMPETENCIES AND INTERESTS

35 years experience in the world of ICT infrastructure and virtualization

- ICT Manager / Team leader
- ICT Project Management
- ICT Infrastructure Architect
- End User Computing Projects
- Migration & Consolidation Projects

CAREER SUMMARY

MAR 2024 – current

Director ICT and **Member of the Management Team (MAT)** at Stad Nieuwpoort, Nieuwpoort

- Management Team (MAT) Responsibilities:
  - Ensure organizational alignment, effective communication, and continuous improvement.
  - Drive initiatives that optimize services, maintain quality, and strengthen collaboration across departments.
- Director ICT Responsibilities:
  - Lead, organize, and coach the ICT team for efficient operations and high-quality service delivery.
  - Execute strategic ICT initiatives, optimize infrastructure, and foster innovation.
  - Act as an advisor for large-scale, cross-functional, and multidisciplinary projects.
  - Manage vendor relationships.
  - Overall ICT infrastructure design.
- Key Achievements:
  - Relocated the Datacenter to new facilities.
  - Migrated hypervisor from VMware ESXi to Nutanix AHV.
  - Redesigned and modernized network infrastructure across 20 locations.
  - Optimized backup and archival strategy.
  - Migration to a new VOIP solution (3CX) with improved user experience.
  - Renewed and optimized the printer fleet.
  - Automated end-user device deployment and management (MDM, Intune, etc.).
  - Improved support workflows through ICT Service Desk adoption.
  - Start-up NIS-2 project.

JUL 2014 – MAR 2024

Freelance Consultant at ITuDA BVBA, Oostende

- Stad en OCMW Nieuwpoort, Nieuwpoort
  - NOV 2017 – current
  - **External Consultant (part-time)**
    - Architecture, Design, Implementation & support of the Hyperconverged (Nutanix), VDI (VMware Horizon View), Backup (Rubrik), Office 365, … environments
    - Migration of the entire environment to the latest and greatest versions (Servers, Clients, Applications)
- Agentschap voor Maritieme Dienstverlening en Kust (aMDK), Oostende
  - FEB 2019 – MAR 2020
  - **ICT Manager** Vlaamse Hydrografie
    - Bringing the IT infrastructure, IT applications, way of working, processes, ... to the 21st century
    - Identify and define ICT transformation priorities

- ESKO Graphics, Gent
  - JUN 2019 – MAR 2020
  - **External Consultant**
    - Audit/Assessment of VMware, Nutanix & Rubrik Environment
    - Optimization of VMware, Nutanix & Rubrik Environment based on audit findings
- Allianz Technology, Brussel/Rotterdam
  - JUN 2019 – JAN 2020
  - **ICT Infrastructure Migration Advisor**
    - Advise on datacenter migration method
- TUI, Oostende
  - MAR 2018 – FEB 2019
  - **ICT Project Manager** Infrastructure Projects
    - OneOffice Migration Project: Office365 | AD | Win10 | 5500 users
    - Citrix Renewal Project
    - Datacenter Consolidation Project
- Council of the European Union, Brussels
  - MAR 2018 - MAY 2018
  - **ICT Infrastructure Architect** Virtual Workplace (VDI)
    - Architecture & Design VMware Horizon View Environment
    - Production Implementation
- Telenet, Mechelen
  - OCT 2017 – MAR 2018
  - **ICT Project Manager** Automation project
- Lineas, Brussels
  - JAN 2018 - FEB 2018
  - **ICT Infrastructure Audit**
    - VMware Infrastructure Audit
    - Improvement Plan
    - Implementation
- Allianz Technology, Brussels/Rotterdam
  - MAY 2017 - DEC 2017
  - **ICT Migration Project Lead & Architect**
    - VMware Remote Compute Location (RCL) migration project (Brussels - Rotterdam - Munich)
- Council of the European Union,
  - FEB 2017 - AUG 2017
  - **ICT Infrastructure Architect** Virtual Workplace (VDI)
    - Architecture & Design VMware Horizon View Environment
    - PoC Implementation
- Nubera, Diegem
  - JUL 2014 – MAR 2017
  - **Technology Services Manager**
    - Coaching, mentoring and managing all members of the Technology Services team

- Defining, advising & structuring the internal Nubera organization
- Project manager and coordinator for larger ICT infrastructure projects
- Defining and building the mobile workspace vision and strategy
- Pre-sales activities
- Architecture, design and implementation
    - VMware vSphere
    - VMware Virtual SAN
    - VMware Horizon View
    - VMware App Volumes
    - VMware Dynamic Environment Manager
    - VMware Mirage
    - VMware vCenter Site Recovery Manager
    - VMware vRealize Business for Cloud
    - Nutanix Converged Infrastructure
- List of clients worked with
    - ADD Verzekeringen – Leuven, Belgium
    - Axa Tech – Antwerpen, Belgium
    - Banco Espirito Santo – Lisboa, Portugal
    - Banque et Caisse d'Epargne de l'Etat (BCEE) – Luxembourg
    - Cebi – Luxembourg
    - Centre de Télécommunications et Téléinformatique (CTTL) – Luxembourg
    - Digipolis Politie – Antwerpen, Belgium
    - Deloitte – Brussel, Belgium
    - European Commission DG SCIC – Brussel, Belgium
    - European Commission DG SRB – Brussel, Belgium
    - European Council of the European Union – Brussels, Belgium
    - FMB-FBZ – Brussels, Belgium
    - GIMV – Antwerpen, Belgium
    - Global IT Services (GITS) – Luxembourg
    - Hopital Erasme – Brussel, Belgium
    - Imelda Ziekenhuis - Bonheiden, Belgium
    - Jan De Nul - Aalst, Belgium
    - Kinepolis – Gent, Belgium
    - KPMG – Paris, France
    - NPG Wealth Management (Onelife) - Luxembourg
    - Rakuten Europe Bank – Luxembourg
    - Rexel – Zellik, Belgium
    - Stad Genk – Genk, Belgium
    - Société General Bank & Trust (SGBT) – Luxembourg
    - Testaankoop – Brussel, Belgium

NOV 2010 – JUN 2014

Senior Technical Account Manager at VMware, Brussels.

- Build and maintained post-sales relationships with large enterprise customers (Barry Callebaut, bPost, Delhaize Group, Dexia, ING, Euroclear, Eurocontrol, ING, Belgacom Group, Tessenderlo Group)
- Single point of contact into all of VMware. As such, the technical abilities are critical in identifying solutions, troubleshooting issues, and answering technical

questions as they arise

JUN 2010 – OCT 2010

VMware Professional Services Consultant at ING, Brussels. (Freelance)

- Prepared the documentation and operational procedures for the VMware Infrastructure environment at ING
- Delivered VMware training to ING operators & system engineers

APR 2007 – OCT 2010

VMware Virtualization and Windows Infrastructure Architect at Dexia Technology Services, Brussels. (Freelance)

- Preparation, execution and project management of the in-sourcing of Dexia Insurances Belgium from Rainbow ICT to Dexia Technology Services from Belgium to Luxemburg.
- Preparation and execution of the Data Center consolidation and move from Belgium to Luxemburg.
- Migration of Dexia's Trading platform from Belgium to Luxemburg through virtualization
- Windows application integration: architecture design, analyses in preparation for application setup and install, deployments …
- Project Manager for several projects

JAN 2007 – APR 2007

Technical Project Leader at Smals/MVM, Brussels. (Freelance)

JUN 2005 – JAN 2007

Technical Problem Manager at Euroclear Bank, Brussels. (Freelance)

- JUN 2005 – MAR 2006:
  - Coordination of all activities related to the Data Centre Strategy project for the Windows Testing Services Team.
  - Involved in the Integrated Testing Phase of the project.
- APR 2006 – JAN 2007:
  - Technical Problem Manager for the Data Center Strategy Project spanning all platforms: Windows, Tandem, Unix, Mainframe, Network, Infrastructure ….

JAN 2004 – JUN 2005

Regional Distributed Systems Manager Southern Europe at Newell-Rubbermaid, Waterloo.

- Responsible for IT infrastructure for Benelux, France, Spain and Portugal
  - Managing 20 local IT administrators in 27 sites across the region
  - Migration of all sites across the region to Active Directory and Exchange 2000
  - Migration of several sites to a Centralized Citrix environment
  - Consolidation of Servers (VMware)
  - Setup and follow up of the Disaster Recovery project

- Project Manager for European Altiris Project
- Provide technical expertise in high-level design requirements on European Messaging environment

JUL 2003 – JAN 2004
Senior European Distributed Systems Analyst at Newell-Rubbermaid, Waterloo.

- Designed the EMEA email environment
- Worked extensively together with the Active Directory design team to improve the Active Directory setup and to create a consistent environment.

NOV 2000 – JUL 2003
Senior System Engineer at Proximus, Brussels. (Freelance)

OCT 1999 – NOV 2004
IVRS engineer at Pfizer N.V., Brussels. (Freelance)

JUL 2000 – SEP 2000
Support Engineer at Pentax, Europe, Brussels. (Freelance)

MAY 1999 – MAY 2000
Support Engineer at General Electric Capital Fleet Services, Europe, Brussels. (Freelance)

OCT 1994 – MAY 1999
Information Systems Manager at K.U. Leuven, Dept. of Cardiology, Leuven Coordinating Centre

MAR 1994 – SEP 1994
Consulting Programmer at Techware Inc., Mooresville, N.C., USA. (Voluntary)

AUG 1992 – JUN 1993
Compulsory service in the Belgian army.

EDUCATION

1987-1992

- Master of Science in Industrial Sciences degree (M.Sc.) in Electro-Mechanical Engineering from Belgian Technical University (Gent, Belgium).

1981-1987

- Latin/Mathematics concentration in high school.

CERTIFICATIONS & ACCREDITATIONS

Awarded VMware vExpert status in 2013, 2014, 2015, 2016, 2017, 2018 & 2019
VMware Airwatch Associate Accreditation – Enterprise Mobility
VMware Airwatch Professional Accreditation – Enterprise Mobility
VMware Airwatch Expert Accreditation – Enterprise Mobility
VMware Certified Professional 5 – Desktop (VCP5-DT)
VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
VMware Certified Professional 5 – Data Center Virtualization (VCP5-DCV)
VMware Certified Professional 4 – Data Center Virtualization (VCP4-DCV)
VMware Certified Professional 3 (VCP3)
Nutanix Platform Professional (NPP)
ITIL v3

LANGUAGE SKILLS

- **Dutch: Mother tongue**
- English: Fluent
- French: Fluent
- Spanish: Good
- German: Notions