

Curriculum Vitae

Adriaensen Hendrik

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Profile

Industrial engineer in ICT and a master in business economics with proven track record in service delivery management and IT project management.

Strong interest in people and project management.

Experience as a team leader with internal and external people and as a project manager of onsite and remote teams with multifunctional skills.

Strong in planning, reporting, fast learning, certified in ITIL foundation as well as PRINCE2, COBIT 5 and SCRUM. hands-on and result oriented.

Skills & Competencies

- Team leader, Team member, Project leader
- Microsoft Office, including Visio, MS Project and Onenote
- Database, SAP, Network Topology
- Cisco ASA, ISE, F5, H3C, TippingPoint
- Windows 2008 R2, Windows 2012
- VMWARE, SAN, NAS
- ITIL, COBIT, PRINCE2, SCRUM

Career Summary

09/2012 to date	Project/Service Delivery Manager AMR, Network & datacentre combined with project manager @ Indexis
06/2011- 08/2012	Service Delivery Manager AMR @ Indexis
03/2008- 05/2011	Business Analyst SAP Mobile @ Eandis
07/2007- 02/2008	Consultant @ LogicaCMG

Career History

Eandis (formerly Indexis)

Sep 2012 - Date

Project/Service Delivery Manager AMR, Network and Datacenter

Key responsibilities

In **Project Manager** role: End responsible for successful delivery within the Prince 2 framework of following infrastructure projects:

- Network Monitoring Infrastructure
- Network Access Control
- Intrusion Prevention System
- Web Application Firewall
- Load Balancer
- Virtualisation (VMWARE)
- Switch Replacement
- VLAN Consolidation

In **Service Delivery Manager** role: End responsible for day to day tasks to maintain the Service Level Agreements for the application for Automatic Meter Reading, the network and the datacentre infrastructure

- Define and guarantee SLA's and OLA's
- Steering Committee with Clients
- Resource, scope and release management
- Incident/problem manager

Key Competences

- Lead multifunctional teams
- Onsite, offsite and remote teams
- Manage outsourcing contracts and projects
- People management of internal and external people

Main Achievements

- Delivery of projects between 98% and 99,9% success defined in evaluation form
- Manage onsite and remote teams
- Network and datacentre contract renewal
- Perfect KPI's more than 1 year

Indexis

June 2011 – Aug 2012

Project/Service Delivery Manager AMR

Activities

In **Project Manager** role: End responsible for successful delivery within the Prince 2 framework of following application projects:

- Server Hardware Upgrade
- OS upgrade from windows 2003 to 2008
- Software and database upgrade
- Modem upgrade
- PABX upgrade
- Transfer MMR to TeleMMR
- Integration with SAP DWH
- Set-up Reporting

In **Service Delivery Manager** role: End responsible for day to day tasks to maintain the Service Level Agreements for the application for Automatic Meter Reading

- Implement ITIL V3
- Define and guarantee SLA's for 3 major clients (Eandis, ORES and Sibelga)
- Contract renewal with outsourcing partners
- Budget management

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Eandis

Mar 2008 – May 2011

SDM Mobile

Activities

During my time at Eandis, I was end responsible for the successful delivery of several projects that impacted the mobile environment:

- Data migration with LSMW for go life project mobile
- IT disentanglement from Electrabel to Eandis
- Upgrade workplace to Microsoft Office 2010
- SAP R3 upgrade from 4.6C to ECC6
- SAP NW MI upgrade from 2.5 to 7.0
- SAP MAM client upgrade (basic component and db)
- Replacement of Nokia Intellisync with SAP MI 7.1
- Insourcing AMS contract

This was in combination with my other responsibilities:

- Resource, scope and release management
- Incident/problem manager

LogicaCMG

Sep 2007 – Mar 2008

Junior SAP Consultant

LogicaCMG had developed a SAP IS-U training program. This gave me the opportunity to start as constultant at Electrabel.

Activities

Within the mobile project of the client Electrabel, my responsibilities were:

- Analyse incidents, problems
- Create changes and follow up of outsourced developer
- Manage the software release to pilot users

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Skills & Experience

Business Skills

Skill	Experience
Energy & Utilities	8 years
Project Manager	6 years
Service Delivery Manager	8 years

Languages

Dutch	Native
English	Fluent
French	Fluent
German	Basic

Certifications / Education

- Scrum Master/Product owner certified
- ITIL foundation Certified
- PRINCE 2 foundation Certified
- COBIT Certified
- Master in Business Economics at KUL (June 2007)
- Industrial Engineer in Electronics, Information and Communication Techniques (June 2006)

Personal information

- Birth date 13/05/1983
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- City: Leuven