

AI-NATIVE · SENIOR IT TRANSFORMATION LEADER · PUBLIC CLOUD · CYBERSECURITY

Filip Truyens



IT transformation leader with more than thirty years of experience in banking, insurance and government. Today I build with AI myself, under my own banner: Fender ICT · AI Advisory.

33+

years in IT, since April 1993

21

employers and clients

16

certifications earned

Profile

For more than thirty years I have led change in organizations that cannot afford to get it wrong: banks, insurers and government. My work sits where technology, governance and risk meet: public cloud, security, infrastructure that has quietly grown too old, and now AI.

I turn what an executive team wants into a program that actually delivers, with a roadmap, a budget and people who know what to do next. I stand between the people who decide and the people who build, and make sure architecture, finance, risk and policy agree before a project starts, not after.

Since late 2025 I also build myself, with AI agents I configure and run. That is how I deliver my work today: what used to take weeks of analysis and documentation now takes days. It leaves time for the part nobody can automate: talking to the people who will use what gets built.

What I built with AI

2025 – 2026

Working software, built by me with AI agents I configure myself. Two tools ran in production at Smals, and a customer portal is in testing at Puur Reizen.

2025 – present

Own project

● Personal AI operating system

My own AI working environment, which I built and use every day.

- A growing library of skills, a memory system and AI agents I configure myself, for research, software and documentation.
- Works with Claude Code and with Codex, with the same skills on both sides.
- This site was built with it: one source for three languages, with the PDFs generated automatically.

Technology: Claude Code, Codex, Python, JavaScript, Markdown

Oct 2026

Puur Reizen

Customer portal and back office on Odoo for Puur Reizen

For a travel agency: customers, trips, documents and invoices in one place, built on standard software.

- Customers see their own trips, the itinerary from Wetu, what is still missing and what is still due, and upload their travel documents themselves.
- The agency follows every trip on a board per status, raises deposit, balance and extra invoices under the special VAT scheme for travel agencies, and sends them through Peppol to companies and through Billit to private customers.
- Nothing goes out without a click: reminders and status changes are proposals that a staff member confirms. An AI assistant gets read-only access and never sees identity documents.
- Built and tested in a few days with AI agents: four modules for Odoo 20, a branding module and **115 automated tests**. Since 14 October 2026 a test environment with fictitious data has been ready for the team.

Technology: Odoo 20, Python, PostgreSQL, Odoo.sh, Peppol, Billit API, Wetu API

Jul 2026

Smals

Resource Capacity Planner

One shared, live view of which teams are stretched and which are not.

- Sets operational load against project work for **some forty technical teams**, at three levels: team lead, division head and the Office of the CTO.
- From data model to live dashboards, running in production on Google Cloud.
- Replaced a set of manually maintained spreadsheets that nobody fully trusted.

Technology: Python, SQLite, Google Cloud Run

Apr 2026

Smals

Automated NIS-2 and CyberFundamentals evidence factory

Compliance evidence for NIS-2 and the CCB's CyberFundamentals, collected automatically.

- Pulls configuration and control data from dozens of operational systems through their APIs and turns it into audit-ready reporting.
- **Weeks of manual work before every audit** became a repeatable run.
- I did the source research, the data model, most of the engineering and the testing myself, with AI agents as build partners.

Technology: Python, SQLite, Google Cloud Run

Sharing knowledge

2002 – 2026

Teaching, presenting and helping others get started.

Oct 2026

Je hebt 2 jaar: AI for knowledge workers

[jehebt2jaar.be](#) · One-day hands-on training I designed and teach. Participants build their own working AI system around one recurring task, from context engineering to automation. On 23 October 2026.

2023 – 2026	Info sessions on public cloud and security Smals · For the member institutions of social security and the federal government, often to large audiences.
2018 – 2021	IT plans for franchisees Burger Brands Belgium · Regular presentations of IT plans and their cost at franchisee councils and regional meetings.
2002 – 2004	Training colleagues and operators Belgian Post Group · Trained Windows engineers and control room operators on the new monitoring (NetIQ AppManager).

Expertise

	What I know and use, grouped by domain.
Leadership and programs	Program and portfolio management · steering committees and C-level reporting · budgets, CAPEX and OPEX · FinOps · suppliers and public tenders · teams of up to 25 people · interim IT management
Security and compliance	ISO 27001/27002 · ISAE 3402 · NIS-2 · CCB CyberFundamentals · NIST CSF · C2M2 · OWASP SAMM and ASVS · COBIT · GDPR · post-quantum cryptography
Cloud and infrastructure	Azure · AWS · Google Cloud · landing zones · Entra ID · VMware · Citrix · Red Hat OpenShift · Windows Server and Active Directory · SAN and NAS
AI and automation	AI agents and agentic workflows · Claude Code · Codex · LLM pilots · context engineering · Python · automated compliance evidence
Methods	PRINCE2 · ITIL v3 · DEMO · Scrum · PMBOK · BPMN · Cloud Adoption Framework
Tools	Jira · Confluence · Sciforma · ServiceNow · CA Clarity · HP PPM · Power BI · SharePoint

Languages

Dutch	Native.
French	Bilingual. Four years of study in France (Angers and Paris) and the Diplôme Supérieur de Français des Affaires.
English	Full professional proficiency. Studied in Leeds and the daily working language in international programs.

References and recommendations available on request.

EXPERIENCE · 1993 – 2026

Filip Truyens



More than thirty years in IT. I started by building infrastructure, then led programs in organizations where mistakes are expensive: banks, insurers, government. Today I build with AI myself. Below is every employer and client, with exact dates and what I brought to each.

33+ years in IT, since April 1993	21 employers and clients	27 years running my own company
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All roles at a glance

PERIOD	ORGANIZATION	ROLE
TODAY · 2026 – PRESENT		
Oct 2026 – present	Fender ICT · AI Advisory	Founder
PROGRAMS AND LEADERSHIP · 2010 – 2026		
Mar 2021 – Sep 2026	Smals	Program Manager · Assistant IT Director
Nov 2018 – Feb 2021	Burger Brands Belgium	Head of IT BeLux
May 2018 – Oct 2018	Belfius	Project Manager Office 365
Nov 2015 – Apr 2018	Getronics BeLux	Project Manager Managed Services
Oct 2014 – Oct 2015	Deutsche Bank Belgium	Project Manager Application Services
Feb 2011 – Sep 2014	AXA Technology Services Belgium	Program Manager · Project Manager
Jan 2010 – Jan 2011	De Persgroep Publishing	Team Lead · Project Manager · Infrastructure Architect
INFRASTRUCTURE AND ARCHITECTURE · 1993 – 2009		
Oct 2008 – Dec 2009	Eandis	Infrastructure Architect
Jan 2005 – Sep 2008	Pioneer Europe	Senior Systems Engineer
Sep 2004 – Dec 2004	Agfa HealthCare	Systems Engineer, Integration Engineering
Sep 2002 – Aug 2004	Belgian Post Group	Senior Systems Engineer
Mar 2001 – Sep 2002	Merck Sharp & Dohme	System Engineer, IS EMEA NT Computing
Dec 2000 – Mar 2001	Telenet	System Engineer
Nov 2000	CGU Benelux	System Engineer
Feb 2000 – Oct 2000	Distrirest Benelux	System Engineer
Jan 2000	UUNET	System Engineer
1998 – 2004	ASX-Ibeco	System Engineer
Mar 1998 – Oct 1999	MSP bvba	System Engineer
Mar 1996 – Feb 1998	CW Lease Belgium	NT System Administrator & AS/400 Operator
Aug 1995 – Nov 1995	MFS Communications	Data Analyst

PERIOD	ORGANIZATION	ROLE
Apr 1993 – Jul 1995	Zuidnatie	Novell System Administrator & Functional Analyst

Today

2026 – present

My own company, full time, with AI as my everyday tool.

Oct 2026 – present

Schildre

Own company

● Fender ICT · AI Advisory

Founder

My own company, founded in February 1999 as Fender Computer Systems bvba. Many of the assignments below ran through Fender ICT. Since October 2026 I have been building an AI Advisory and Co-creation brand.

WHAT I BROUGHT

- Since late 2025, built my own AI working environment: a growing library of skills, a memory system and AI agents I configure myself and use every day for research, software and documentation.
- Analysis and documentation work that used to take **weeks** now takes **days**. That leaves more time to talk to the people who will actually use what gets built.

Programs and leadership

2010 – 2026

Programs, projects and IT leadership in government, banking, insurance, IT services, media and retail.

Mar 2021 –
Sep 2026

5 yrs 7 mos

Brussels

Public sector

● Smals

Program Manager · Assistant IT Director

The shared IT provider for Belgian social security and the federal government. I ran programs that touched the whole organization and its member institutions, in a heavily regulated environment.

WHAT I BROUGHT

- Ran **three strategic programs at once**: public cloud, cybersecurity and emerging technology, reporting to senior management and the steering committees.
- Turned regulation (NIS-2, CyberFundamentals, ISO 27001) and technical risk into priorities, budgets and roadmaps that management could decide on.
- In 2026, built **two working applications** with AI agents: a NIS-2 evidence factory and a capacity planner for some forty technical teams.

ROLES

Program Manager Post-Quantum Cryptography

Sep 2025 – Sep 2026 · 1 yr 1 mo

- Made directors aware of what quantum computing means for today's encryption.
- Drew up a post-quantum readiness roadmap with Smals Research and took part in the EU-funded Q-PrEP workshops.
- Worked out a crypto-agility approach with Enterprise Architecture, moving toward a single view of all components (a global unified bill of materials).
- Wrote an enterprise-wide lifecycle vision to reduce technical debt across infrastructure, platforms and applications.

Program Manager Public Cloud

Jun 2024 – Sep 2026 · 2 yrs 4 mos

- Set up the program: governance, roadmap, and the launch and follow-up of every project.
- Defined the public cloud strategy with the C-suite (Azure, AWS, Google Cloud).
- Brought procurement, internal security, finance, HR and the AI Competence Center together on public tenders through the EU framework contract OCRE-GÉANT, data sovereignty, FinOps, training and the first generative AI pilots.
- Coached technical project managers through studies, proofs of concept and pilots: landing zones, automation, governance and confidential computing.
- Helped set up the **Public Cloud Center of Excellence** for the public social security institutions (OISZ) and co-wrote its strategic principles.
- Worked with the federal public cloud task force on policies and technical policy packs, managed cloud providers and integrators, and ran info sessions for member institutions.

Technology: Azure, AWS, Google Cloud, Entra ID, PIM, FinOps, DevOps, CloudOps, CAF, CI/CD, confidential computing

Program Manager Security

Jan 2023 – Sep 2026 · 3 yrs 9 mos

- Led a self-assessment of the security posture with all stakeholders across Smals.
- Built a multi-year program to close the gaps, weighed on cost, risk, priority and feasibility.
- Oversaw the rollout of new security services (SOC, SIEM, CSIRT, vulnerability management, threat intelligence) and products (EDR/XDR, pentesting, forensics, honeypots) for Smals and its members.
- Paved the road to NIS-2 compliance in close contact with the CCB, with policies and procedures aligned to OWASP SAMM and ASVS.
- In April 2026, built an automated evidence factory for NIS-2 and CyberFundamentals. It pulls configuration and control data from dozens of systems through their APIs and turns it into audit-ready reporting. **Weeks of manual work before every audit** became a repeatable run.

Technology: ISO 27001/2, NIS-2, CCB CyberFundamentals, NIST CSF, C2M2, OWASP SAMM, COBIT

Project Portfolio Manager

Jul 2022 – Sep 2026 · 4 yrs 3 mos

- Co-wrote the infrastructure roadmap in line with Smals' strategy, then steered its execution.
- Helped prioritize the Infrastructure & Support portfolio and set up reporting that held up both top-down and bottom-up.
- Matched people and profiles to the expected workload, and helped improve project methodology and capacity management.
- In July 2026, built the Resource Capacity Planner: one live view of operational load against project work for **some forty technical teams**, at three levels (team lead, division head, Office of the CTO). From data model to dashboards, running in production on Google Cloud. It replaced spreadsheets nobody fully trusted.

Technology: Sciforma, Confluence, Jira, Google Cloud**Transversal Project Manager**

Mar 2021 – Jun 2023 · 2 yrs 4 mos

- Steered Smals' delivery and customer-facing teams toward one highly available, highly secure DevOps platform for several health and social care applications.
- Customers: RIZIV-INAMI (Recip-e, UHMEP, Vidis, SAMv2) and the Flemish Agency for Care and Health (Vitalink FHIR).
- Brought containers, CI/CD, privileged access management and secrets management together in one managed service.
- Owned it end to end: planning, communication, reporting to the customer and DPOs, technical implementation, support handover, cost calculation and invoicing.

Technology: Hyperconverged compute, VMware, Red Hat OpenShift, PostgreSQL, Ansible, CloudForms, Fluentd, Elasticsearch, AMQ, CyberArk PAM, CyberArk Conjur, Wallix PAMNov 2018 –
Feb 2021

2 yrs 4 mos

Antwerp

Retail and franchising

● **Burger Brands Belgium****Head of IT BeLux**

Operator and franchisor of three quick-service brands in Belgium and Luxembourg: Quick, Burger King and GoFish. More than 110 restaurants, company-owned and franchised, across five sales channels. I led IT with a team of eight and sat on the leadership team.

WHAT I BROUGHT

- Saved **€266K** in 2019 on an annual IT operating budget of €1.5M.
- Raised franchisee satisfaction with IT by **15%**, as measured in their own survey.
- Outsourced first-line support to partner NCR in Belgrade.
- Organized the IT team of eight into three cells: operations, support and projects.
- Delivered IT for **15 to 20** Burger King and GoFish openings and Quick conversions a year, across till, kiosk, delivery, drive-thru and click & collect.
- Led the rollout of ordering kiosks, the optimization of the TALAN ERP system and the move from the loyalty app to click & collect, partly in agile (Scrum, Jira).

May 2018 –
Oct 2018

6 mos

Brussels

Banking and
insurance

- Ran public and private cloud (Azure, Office 365) locally and for the group, with peers in Luxembourg, France, Italy, Germany, Poland and Switzerland, and handled IT requests from headquarters and the Burger King group for Southern and Eastern Europe.
- Prepared the CAPEX and OPEX budgets, renegotiated supplier contracts, supported the DPO on GDPR and presented IT plans and their cost to franchisees and the board.

Technology: Azure, Office 365, Power BI, QlikView, Jira

● Belfius

Project Manager Office 365

Belgian bank and insurer. I ran the risk and compliance stream of the strategic Office 365 program.

WHAT I BROUGHT

- Got the National Bank of Belgium, Microsoft and internal functions (legal, security, non-financial risk, compliance, data protection, contracts and audit) aligned.
- Took the program through the internal and regulatory advisory process on outsourcing: materiality assessment, Cloud Risk Assessment and DPIA.
- Laid out the path for deploying and managing Office 365 at Belfius.

Nov 2015 –
Apr 2018

2 yrs 6 mos

Brussels

IT services

● Getronics BeLux

Project Manager Managed Services

IT service provider in Belgium and Luxembourg. I led infrastructure projects for managed services customers, with teams in Belgium and India.

WHAT I BROUGHT

- Migrated **more than 500 Argenta branches** and several partners to a new DMZ, together with other suppliers. Any failure meant branch downtime. Delivered on time, to specification and within budget.
- Also moved an Argenta data center to Geleen (the Netherlands).
- Led an end-to-end insourcing for argenx: infrastructure (vBlock, Office 365, SIP trunk, MPLS) and managed services (service desk, field services, monitoring).
- Led the LAN refresh with Cisco ISE for Record Bank, the WAN renewal for Bank Nagelmackers and a digital workspace for the World Steel Association.
- Headed the eight-month digital collaboration project for the City of Mechelen: Cisco telephony, contact center, Jabber and WebEx.
- Migrated internal monitoring from Smarts and NetIQ to ManageEngine, with a team at Getronics India.
- Guided internal process improvement with BPMN and helped bid management write proposals.

ROLES

Information Security Manager

Nov 2016 – Oct 2017 · 1 yr

Alongside my project management role.

- Achieved **ISO 27001** and **ISAE 3402** (type I and II) certification for Getronics Belgium and Luxembourg **in ten months**.
- Set up the ISMS: business case and scope, risk assessment and statement of applicability, policies and procedures, internal and external audits, management reviews.
- Reported directly to the CEO, CFO, COO and CISO, and helped prepare for GDPR.

Oct 2014 – Oct 2015

1 yr 1 mo

Brussels

Banking

Deutsche Bank Belgium**Project Manager Application Services**

The Belgian arm of Deutsche Bank. I worked in the Online Banking domain.

WHAT I BROUGHT

- Led the release and environment management streams in Vittoria, the European Online Banking program of **over €15M**, built on ACI, Backbase and Alfresco. Also acted as product owner (Scrum).
- Steered several streams in the Essential Maintenance program (€4.4M), largely to remediate group audit findings.
- Ran the technical refresh of Online Banking and the Deutsche Bank Portal in Belgium, together with IBM.
- Secured the integrity of all source code developed in Belgium, with full traceability from development to production, in line with group SDLC standards and banking regulators' recommendations.

Technology: Subversion, Git, Maven, TeamCity, Nexus, uDeploy, Veracode, Apache, IIS, .NET

Feb 2011 – Sep 2014

3 yrs 8 mos

Brussels

Insurance

AXA Technology Services Belgium**Program Manager · Project Manager**

The AXA group's IT provider, North and East Europe region, with data centers in Germany. I led a group-wide program and several infrastructure projects there.

WHAT I BROUGHT

- Led Nostradamus (RMPS2) for three years, a transformation program of **over 2,000 person-days** for AXA Group Solutions in France.
- Delivered a private cloud that became **the benchmark for all risk modelling applications** across the AXA group.
- Also led infrastructure projects for AXA Bank Belgium and for the PeopleSoft implementations of AXA Group Solutions and AXA Life Japan.

Name change: AXA Group Operations since 2019.

ROLES

Program Manager Risk Management Platform Solutions (Nostradamus)

Oct 2011 – Sep 2014 · 3 yrs

- Wrote the business case with three scenarios (private, hybrid and public cloud) and positioned AXA Tech in direct competition with Amazon AWS and Microsoft Azure, on price, service and expertise.
- Built the private cloud from March 2012, with a self-service portal and hourly, usage-based charge-back. Delivered on **11 July 2012** after four months of building: on time, on budget and to specification.
- Onboarded the first customer, AXA Hedging Services, in September 2012, followed by other risk modelling customers.
- Defined the operating model (incident, problem, change), with technical and billing reporting, and negotiated new SLAs.
- Steered the move from IBM to HP blades and added the private cloud offer to the service catalog.
- Helped shape the group strategy for private and public cloud, defended the investments before the investment committee and promoted the platform to AXA entities worldwide.

Technology: VMware, Citrix PVS, Citrix XenApp, MS HPC, Tibco DataSynapse, BMC Atrium Orchestrator, HP blades, EMC SAN, NetApp NAS, Prophet, MoSes, Algo Risk, ReMetrica

Project Manager AXA Bank Belgium

Apr 2013 – Jun 2014 · 1 yr 3 mos

- Within the regional Pillar savings program, led a data lifecycle management project (150 person-days): an archive service that automatically moves dormant data to low-cost storage.
- Infrastructure project manager for the confidential Bank of Tomorrow study (65 person-days): replacing some 50 mainframe applications with Sopra banking software (Thaler) on Linux and Oracle.
- Refreshed the disaster recovery NAS in the German data center (60 person-days).

Project Manager AXA Corporate Programs

Feb 2011 – Dec 2012 · 1 yr 11 mos

- Led the infrastructure for AXA Life Japan's PeopleSoft HR implementation (205 person-days, April 2011 to March 2012).
- Led the infrastructure for AXA Group Solutions' PeopleSoft Finance (213 person-days, July 2011 to December 2012), including the transition of some 50 file transfers for eight customers in Asia-Pacific.

Jan 2010 – Jan 2011

1 yr 1 mo

Brussels

Media

De Persgroep Publishing

Team Lead · Project Manager · Infrastructure Architect

Publisher of newspapers and magazines in Belgium and the Netherlands. After the takeover of PCM Uitgevers, the Dutch newspapers' IT had to move away from

outsourcer Getronics.

WHAT I BROUGHT

- Led a team of **ten systems engineers** (Windows and Mac) and acted as interim IT Infrastructure Manager.
- Infrastructure architect for the business applications (publishing, marketing, advertising): target architecture, proofs of concept and capacity planning.
- Steered optimization and cost-saving tracks and improved incident, problem and change management.

Name change: DPG Media since 2019.

ROLES

Project Manager PCM Uitgevers (De Persgroep Nederland)

Mar 2010 – Jan 2011 · 11 mos

- Ran the insourcing program of **over 2,000 person-days** for the exit from Getronics, for Algemeen Dagblad, Trouw and de Volkskrant.
- Replaced **1,800 workstations** and the Windows back end in four months, with a team of 25.
- Migrated **2,000 mailboxes**, calendars and public folders in two months.
- Separated DNS and DHCP, consolidated Selligent, and acted as the link between Dutch IT, Belgian IT and outsourcer Getronics.

Technology: Windows Server 2008, Windows 7, Active Directory, SCCM, VMware ESX, Citrix XenApp, Exchange, Quest Migration Manager

Infrastructure and architecture

1993 – 2009

More than sixteen years of building: from system administration and networks to infrastructure architecture, often in international environments. Self-employed from February 1999.

Oct 2008 – Dec 2009

1 yr 3 mos

Energy

• Eandis

Infrastructure Architect

Electricity and gas distribution system operator in Flanders. I was brought in to streamline the development, validation and production environments.

WHAT I BROUGHT

- Designed a new VMware VI3 platform for all pre-production environments and guided the transition.
- Drew up the strategy and roadmap for rolling out virtualization across the organization.
- Defined a standard ICT service offering for virtualization with outsourcing partner Telindus/HP and got it approved by the CAB.
- Built the full cost picture, raised the purchase orders and secured internal approval.
- Presented the new environment to developers, project managers, service managers and architects.

Name change: Merged with Infrax into Fluvius in 2018.

Jan 2005 – Sep 2008

3 yrs 9 mos

Antwerp

Electronics

Pioneer Europe

Senior Systems Engineer

The European organization of the Japanese electronics maker, with its European data center in Antwerp.

WHAT I BROUGHT

- Designed and built the IT for the new **European call center** in Antwerp: Citrix with thin clients at the front, clustered Windows and SQL Server servers behind.
- Designed a new Citrix platform (Presentation Server 4.5) for Pioneer and its European subsidiaries and migrated the existing MetaFrame XP farm.
- Upgraded the VMware environment (five ESX servers on blades with SAN), consolidated Windows and Linux servers and converted physical servers to virtual.
- Chose Altiris after comparing it with SMS, LANDesk and ZENworks, then built desktop management, software distribution and patch management for all European offices.
- Built endpoint security with McAfee ePolicy Orchestrator and Check Point Integrity, and set up quota management for the file servers.
- Tested Office Communications Server 2007 and web meeting tools in a separate environment, without touching the existing Active Directory.

ROLES

Project Manager

Jan 2008 – Sep 2008 · 9 mos

- Functional and technical lead for the company-wide SharePoint 2007 implementation, using PRINCE2.
- Compared SharePoint with IBM Lotus Quickr, and SCOM with Nagios, NetIQ AppManager and GroundWork Monitor.

Sep 2004 – Dec 2004

4 mos

Ghent

Healthcare IT

Agfa HealthCare

Systems Engineer, Integration Engineering

Supplier of imaging and software for hospitals.

WHAT I BROUGHT

- Built a Windows Terminal Server load-test environment for radiology information systems used in hospitals worldwide: simulation scripts, load tests and monitoring with MOM 2005.
- Also load-tested the Mediweb web application and wrote up the results for marketing.

Sep 2002 – Aug 2004

2 yrs

Brussels

Postal services

Belgian Post Group

Senior Systems Engineer

Belgium's postal company.

WHAT I BROUGHT

- Helped build a Citrix MetaFrame XP farm on IBM blades for Georoute, a business-critical application.

Mar 2001 –
Sep 2002

1 yr 7 mos

Brussels

Pharma

- Extended NetIQ AppManager monitoring to the entire Windows server estate when **200 servers** were brought back from IBM, and trained colleagues and operators to use it.
- Built a highly available project management solution on Project Server 2003, together with Microsoft's product team. Microsoft turned it into a customer case story.
- Automated patch detection and deployment on **300 servers** with PatchLink, under change management and SLAs.
- Introduced server virtualization with Virtual Server 2005, consolidated web servers and SQL Server databases, and hardened the web servers in the perimeter network.

Name change: bpost since 2010.

• Merck Sharp & Dohme

System Engineer, IS EMEA NT Computing

The pharmaceutical group's European IT coordination center in Brussels.

WHAT I BROUGHT

- Rolled out NetIQ AppManager on **220 servers** across EMEA, with policy-based setup and reporting.
- Installed 20 new servers in EMEA subsidiaries remotely and unattended, including data and printer migration, and reinstalled 60 domain controllers.
- Set up a system to review and align the security standards of the Windows NT servers.
- Designed time synchronization for all Windows servers and helped plan the migration to Windows 2000 with US colleagues.

Dec 2000 –
Mar 2001

4 mos

Mechelen

Telecom

• Telenet

System Engineer

Cable and telecom operator in Flanders.

WHAT I BROUGHT

- Ran the entire internal Windows and BackOffice environment with three colleagues, about **50 servers**.
- Designed and built the Windows 2000 Active Directory and merged the legacy domains into one AD domain.
- Set up a new file structure on a Compaq SAN with Windows 2000 clustering, and distributed software with SMS 2.0.

Nov 2000

1 mo

Brussels

Insurance

• CGU Benelux

System Engineer

Insurer. A short assignment.

WHAT I BROUGHT

- Documented the entire network in a Lotus Notes knowledge base for IT support, alongside Windows NT administration and second-line support.

Name change: Merged into Winterthur-Europe Assurances in 2002, part of AXA Belgium since 2008.

Feb 2000 – Oct 2000

9 mos

Tubize

Logistics

Distrirest Benelux**System Engineer**

Logistics company building new offices and warehouses. I ran IT and moved it at the same time.

WHAT I BROUGHT

- Moved all Windows and AS/400 systems to the new building and set up disaster recovery procedures.
- Rebuilt the Windows NT architecture: Token Ring to Ethernet migration, new DHCP, WINS and DNS, logon scripts, profiles and policies.
- Prepared the technical infrastructure for the new Logys warehouse software (Windows NT and Oracle).
- Introduced cloned desktop deployment, built an intranet for support and wrote procedures for ISO certification.

Name change: Acquired by the STEF group in 1998, now STEF.

Jan 2000

1 mo

Brussels

Internet and telecom

UUNET**System Engineer**

Internet service provider. A short assignment.

WHAT I BROUGHT

- Developed a laptop cloning method, wrote standard installation procedures and supported users on Windows NT and Exchange.

Name change: Then part of MCI WorldCom, Verizon since 2006.

1998 – 2004

Antwerp

Port logistics

ASX-Ibeco**System Engineer**

Mid-sized company in the port of Antwerp without in-house IT staff. Alongside my other assignments, I kept its IT running with regular short interventions.

WHAT I BROUGHT

- Managed two Windows NT servers and about 25 PCs and prepared them for the year 2000.
- Migrated to Windows 2000 with Active Directory and set up a VPN, firewall and shared internet access.

Name change: ON TIME since 2019, after merging with On Time Sprinter Service.

Mar 1998 – Oct 1999

1 yr 8 mos

Edegem

IT services

MSP bvba**System Engineer**

IBM Business Partner and Microsoft Solution Provider. First as an employee, then from February 1999 self-employed through my own company. Assignments from one day to several months at customer sites.

WHAT I BROUGHT

- Got LeasePlan Belgium's entire IT ready for the year 2000: with an inventory and software distribution tool, some **10 servers and 350 workstations** were compliant on time and fully documented.

Mar 1996 –
Feb 1998

2 yrs

Aartselaar

Car leasing

- Ran an unattended, scripted workstation migration from Windows 9x to NT 4.0 for Rabobank Belgium.
- Built a completely new network for the Belgian Transport Workers' Union (BTB), with an AS/400 as file, DHCP and DNS server for about 30 PCs.
- Prepared Reynders Etiketten for the year 2000, recovered a crashed Exchange server and automated installations.
- Built a knowledge base and helpdesk (McAfee Helpdesk) for the Algemene Centrale during its move to Windows NT.
- Installed Windows NT on AS/400 and ran IBM Network Station pilots for other IBM customers.

Name change: Acquired by Cegeka in 2008.

● CW Lease Belgium

NT System Administrator & AS/400 Operator

Company car leasing firm that was introducing many new systems at the time.

WHAT I BROUGHT

- Ran the entire PC network: five Windows NT servers and about **a hundred PCs**, including the upgrade from NT 3.51 to NT 4.0.
- Migrated the last Novell servers to Windows NT and built fault tolerance for the business-critical servers.
- Set up SQL Server with replication to the AS/400 (Datamirror) and was the company's technical expert for it.
- Backed up the AS/400 operator for the three systems and connected the PCs through SNA Server.
- Handled mail and remote access, wrote ISO procedures, and provided first-line support and training.

Name change: Later ING Car Lease (2001), Alphabet since 2011.

Aug 1995 –
Nov 1995

4 mos

Genva

Telecom

● MFS Communications

Data Analyst

Telecom company with offices across Europe.

WHAT I BROUGHT

- Took part in the rollout of the Lawson Financials ERP across the European offices, handling the data analysis.

Name change: Acquired by WorldCom in 1996, Verizon since 2006.

Apr 1993 – Jul 1995

2 yrs 4 mos

Antwerp

Port logistics

Zuidnatie

Novell System Administrator & Functional Analyst

Cargo handling company in the port of Antwerp. My first job in IT.

WHAT I BROUGHT

- Built a new network with an external software partner: two Novell servers and **25 OS/2 workstations**.
- Co-developed Dynahouse, new software for cargo handling and storage: translated user needs, tested and debugged, and organized acceptance.
- Single point of contact for all IT, including first-line support, procedures and training.

EDUCATION · 1981 – 2026

Filip Truyens



I studied commercial sciences in Antwerp, Paris and Leeds, after a year of French in Angers. Since then I have kept learning: from Novell and Windows NT to cloud, security and now AI. Below is every degree, certification and course, with the dates from the actual documents.

16

certifications earned

36

training courses

3

languages: Dutch, French and English

Studies

1981 – 1993

Commercial sciences in Antwerp, Paris and Leeds, after a year of French in Angers.

1988 – Sep 1993

Antwerp

Handelshogeschool Antwerpen

Candidate in Commercial Sciences (Kandidaat in de Handelswetenschappen)

- First year in 1988-1989, second year in 1992-1993 as an evening program, after the studies in Paris.
- Degree awarded on 17 September 1993.

Name change: Merged into Lessius Hogeschool in 2000. The commercial sciences program has been part of KU Leuven, Campus Antwerp, since 2013.

1989 – Jul 1992

Paris

École Commerciale de la Chambre de Commerce et d'Industrie de Paris (ECCIP)

Études Supérieures de Gestion, Cycle Supérieur de Gestion, option Finance et Contrôle de Gestion

- Three-year management program, majoring in finance and management control, completed with a final thesis.
- Diploma awarded on 8 July 1992.

Name change: Later Advancia and Novancia (2011), merged into ESCP Business School in 2017.

Feb 1992 – Jun 1992

Leeds (UK)

Leeds Polytechnic

Diploma in International Business

- Exchange program from ECCIP: four months of European Finance and Accounting.
- Diploma awarded in July 1992.

Name change: Later Leeds Metropolitan University (1992), Leeds Beckett University since 2014.

1987 – Jun 1988

Angers (France)

Université Catholique de l'Ouest, Centre International d'Études Françaises (CIDEF)

Diplôme de Langue et de Culture Françaises, niveau supérieur

- A year of French after secondary school, at the Faculty of Letters and Human Sciences.
- Certificat de Langue et de Civilisation Françaises, intermediate level 2, with highest distinction (31 January 1988).
- Diplôme de Langue et de Culture Françaises, advanced level, with highest distinction (4 June 1988).

Sep 1981 – Jun 1987

Wijnegem

Annuntia-Instituut

General secondary education, Modern Humanities, science track (Wetenschappelijke B)

- Lower secondary at Sint-Jozefinstituut (1981 to 1984).
- Upper secondary at Annuntia-Instituut, science track (1984 to 1987).
- Upper secondary certificate and diploma of aptitude for higher education, 30 June 1987.

Name change: Sint-Jozefinstituut later became Annuntia-Instituut.

Certifications

1988 – 2019

From my first Microsoft exam in 1998 to ServiceNow in 2015, plus my language diplomas and my MBTI profile. Dates come from the certificates themselves.

Management and governance

Apr 2015	ServiceNow Certified System Administrator ServiceNow · Issued on 1 April 2015, certification 01003566.
Dec 2009	DEMO Professional (Design & Engineering Methodology for Organizations) DEMO Knowledge Centre, through the Universiteit Antwerpen Management School · Exam on 17 December 2009, diploma issued in Delft on 23 January 2010.
Apr 2009	ITIL v3 Foundation EXIN · Exam on 28 April 2009, certificate dated 6 May 2009.
May 2008	PRINCE2 Foundation APM Group · Exam on 28 May 2008, certificate 00033625-01-Q8R3.

Infrastructure and virtualization

Jul 2009	Microsoft Certified IT Professional (MCITP): Server Administrator Microsoft · Windows Server 2008. Upgrade exam 70-649 on 30 July 2009.
Jan 2009	VMware Certified Professional (VCP) on VI3 VMware · Awarded on 26 January 2009, VCP number 35048.

Feb 2008	Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration Microsoft · Exam 70-620 on 22 February 2008.
Mar 2005	Citrix Certified Administrator (CCA) for MetaFrame XP Presentation Server Citrix · Awarded on 1 March 2005.
Jan 2005	Citrix Certified Administrator (CCA) Citrix · Awarded on 4 January 2005.
Mar 2004	Microsoft Certified Systems Engineer (MCSE): Windows Server 2003 Microsoft · Among the first 5,000 worldwide. Exams 70-292 (21 January 2004) and 70-296 (25 March 2004).
Jan 2004	Microsoft Certified Systems Administrator (MCSA): Windows Server 2003 Microsoft · Exam 70-292 on 21 January 2004.
Mar 2003	Citrix Certified Administrator (CCA) for MetaFrame XP for Windows Citrix · MetaFrame XP 1.0 for Windows 2000 Server exam on 17 March 2003.
Nov 2001	Microsoft Certified Systems Engineer (MCSE): Windows 2000 Microsoft · Seven exams between October 2000 and 26 November 2001: 70-210, 70-215, 70-217, 70-219, 70-216, 70-244 and 70-222.
Jun 1998	Microsoft Certified Professional (MCP) Microsoft · First exam, Networking Essentials, on 19 June 1998.

Languages

Sep 1988	Diplôme Supérieur de Français des Affaires Paris Chamber of Commerce and Industry · Exam for non-native speakers, awarded on 1 September 1988.
Jan 1988	Diplôme de Langue Française Alliance Française, Paris · Awarded on 30 January 1988.

Personality

Mar 2019	Myers-Briggs Type Indicator (MBTI): ISFJ MBTI profile, European edition (OPP) · Taken on 20 March 2019. The report gave ISTJ; the feedback session identified ISFJ as the best-fit type. ISFJ stands for Introversión, Sensing, Feeling and Judging. In plain words: quiet focus, starting from concrete facts, an eye for the people who will work with the result, and a preference for a plan and kept commitments.
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Training and courses

1996 – 2026

Classroom training, online courses and multi-day events. Self-study and short briefings are not included.

DATE	COURSE	PROVIDER	DURATION
Oct 2026	AIS Live: Build Your AI OS (virtual event)	AI Automation Society, online	2 days
2024	CISSP Cert Prep	ISC2	21 hours
2021	Essentials in People Skills (online)	Vlerick Business School	12 hours
2017	CISM Online Review Course	ISACA	17 hours
2017	Data Protection Introduction (GDPR)	Data Protection Institute	2 days
2015	ServiceNow System Administration	ServiceNow, Amsterdam	3 days
2009	Expert Class Enterprise IT Architecture (DEMO)	Universiteit Antwerpen Management School	10 days
Oct 2008	VMware Infrastructure 3: Install and Configure v3.5	Distrilogie	4 days
2008	PRINCE2 Foundation	Kluwer Opleidingen	3 days
2008	ITIL v3 Foundation	Kluwer Opleidingen	2 days
2008	PMI/PMBOK Project Management Methodology	Kluwer Opleidingen	3 days
Nov 2007	Implementing Microsoft Office SharePoint Server 2007 (MS 5061)	Guidance	3 days
2007	Unlock the Power of VMware Infrastructure 3	Xylos	1 day
2005	Unix and Linux Basics	Dolmen	3 days
Jan 2005	Citrix MetaFrame Secure Access Manager 2.2: Introduction (CTX-1300BW)	Citrix eLearning	2 hours
Jul 2004	Creating Reporting Solutions using SQL Server 2000 Reporting Services (MS 2030)	Guidance	2 days
Apr 2004	Deploying and Managing a Public Key Infrastructure (MS 2821)	Guidance	3 days
Jul 2003	Microsoft Visual Basic Scripting Edition and Windows Script Host Essentials (MS 2433)	U2U	3 days
Apr 2003	Implementing Microsoft Operations Manager 2000	FleXcom Azlan	1 day
Feb 2003	Implementing Microsoft Windows 2000 Clustering	FleXcom Azlan	3 days
2003	Updating Systems Engineer Skills from Windows 2000 to Windows Server 2003	FleXcom Azlan	2 days
Jun 2002	Exchange 2000 Friday Session	Xylos	1 day
Oct 2000	Accelerated MCSE Training Program, Windows 2000 (six courses)	The Training Camp, Pennsylvania (US)	14 days
Nov 1999	Windows 2000 Active Directory Services	FleXcom	4 days
May 1999	Microsoft SQL Server 7.0 Upgrade and Migration	FleXcom	3 days
Jun 1998	IBM Network Station Update (release 3)	IBM, Hursley (UK)	2 days
Feb 1998	Coaching on Effective Presentations	IBM, La Hulpe	1 day

DATE	COURSE	PROVIDER	DURATION
Feb 1998	IBM Network Station Fundamentals, Advanced NT and Advanced AS/400	IBM, Hursley (UK)	5 days
Nov 1997	Microsoft SQL Server 6.5 Tuning and Optimization	Flexcom	3 days
Aug 1997	Advanced Datamirror Training	CW Lease Belgium	2 days
Mar 1997	Microsoft SQL Server 6.5 Administration	Flexcom	4 days
Nov 1996	Microsoft Windows NT 4.0 Update	Akam Education	1 day
Nov 1996	Supporting Microsoft Windows NT Server 3.51	Akam Education, Wilrijk	4 days
Apr 1996	AS/400 System Operations Workshop	IBM, La Hulpe	3 days
Apr 1996	AS/400 Introduction	IBM, La Hulpe	1 day
Mar 1996	Datacommunication and Networking	Elcker-Ik, Antwerp	evening course