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PROFILE

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.

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.

EXPERIENCE

Oct 2026 – present

Fender ICT · AI Advisory Founder

- 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.

Mar 2021 – Sep 2026

Smals Program Manager · Assistant IT Director

- 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.

Nov 2018 – Feb 2021

Burger Brands Belgium Head of IT BeLux

- 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.

May 2018 – Oct 2018

Belfius Project Manager Office 365

- Took the program through the internal and regulatory advisory process on outsourcing: materiality assessment, Cloud Risk Assessment and DPIA.

Nov 2015 – Apr 2018

Getronics BeLux Project Manager Managed Services

- 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.
- Achieved **ISO 27001** and **ISAE 3402** (type I and II) certification for Getronics Belgium and Luxembourg in **ten months**.

Oct 2014 – Oct 2015

Deutsche Bank Belgium Project Manager Application Services

- 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).

KEY FIGURES

33+ years in IT, since April 1993

21 employers and clients

16 certifications earned

EXPERTISE

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

English · Full professional proficiency

STUDIES

Handelshogeschool Antwerpen

Candidate in Commercial Sciences (Kandidaat in de Handelswetenschappen) · 1993

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 · 1992

Feb 2011 – Sep 2014	AXA Technology Services Belgium Program Manager · Project Manager • 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.
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Jan 2010 – Jan 2011	De Persgroep Publishing Team Lead · Project Manager · Infrastructure Architect • Led a team of ten systems engineers (Windows and Mac) and acted as interim IT Infrastructure Manager. • Replaced 1,800 workstations and the Windows back end in four months, with a team of 25.
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EARLIER CAREER · 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	Distirest 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
Apr 1993 – Jul 1995	Zuidnatie · Novell System Administrator & Functional Analyst

WHAT I BUILT WITH AI

2025 – present	Personal AI operating system · My own AI working environment, which I built and use every day.
Oct 2026	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.
Jul 2026	Resource Capacity Planner · One shared, live view of which teams are stretched and which are not.
Apr 2026	Automated NIS-2 and CyberFundamentals evidence factory · Compliance evidence for NIS-2 and the CCB's CyberFundamentals, collected automatically.

Leeds Polytechnic
Diploma in International Business · 1992

Université Catholique de l'Ouest, Centre International d'Études Françaises (CIDEF)
Diplôme de Langue et de Culture Françaises, niveau supérieur · 1988

Annuntia-Instituut
General secondary education, Modern Humanities, science track (Wetenschappelijke B) · 1987

CERTIFICATIONS

Management and governance
ServiceNow Certified System Administrator (2015) · DEMO Professional (Design & Engineering Methodology for Organizations) (2009) · ITIL v3 Foundation (2009) · PRINCE2 Foundation (2008)

Infrastructure and virtualization
Microsoft Certified IT Professional (MCITP): Server Administrator (2009) · VMware Certified Professional (VCP) on VI3 (2009) · Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration (2008) · Citrix Certified Administrator (CCA) for MetaFrame XP Presentation Server (2005) · Citrix Certified Administrator (CCA) (2005) · Microsoft Certified Systems Engineer (MCSE): Windows Server 2003 (2004) · Microsoft Certified Systems Administrator (MCSA): Windows Server 2003 (2004) · Citrix Certified Administrator (CCA) for MetaFrame XP for Windows (2003) · Microsoft Certified Systems Engineer (MCSE): Windows 2000 (2001) · Microsoft Certified Professional (MCP) (1998)

Languages

Diplôme Supérieur de Français des Affaires (1988) · Diplôme de Langue Française (1988)

RECENT TRAINING

AIS Live: Build Your AI OS (virtual event)
AI Automation Society, online · 2026

CISSP Cert Prep
ISC2 · 2024

Essentials in People Skills (online)
Vlerick Business School · 2021

CISM Online Review Course
ISACA · 2017

All details, results and dates are in the full CV.