

Curriculum Vitae

Marc Engrie

Profile

As ICT Services Manager, I have a vast experience in all facets of an IT environment ranging from design to operational management. I feel very much at home in medium-sized, heterogeneous environments. For me 'right fit', flexibility and manageability are important concepts.

I have a commercial affinity and value the optimal alignment of business and realistic ICT innovations. My years of experience and constant training allow me to quickly distinguish innovative and practical applications from hypes.

The more than 20 years of experience in international support for a variety of customers, is helping me constantly to keep an operational environment running in optimal conditions.

I have good communication skills, have experience in leadership and enjoy working in projects. I love a targeted, pragmatic approach within an organization.

Market- & Branch-Experience

- Retail & Logistics
- Telecom
- Media

Knowledge & Competencies

- ICT Infrastructure & Network Architecture
- Datacentre design, Information Lifecycle Management
- Business Continuity, Disaster Recovery
- Monitoring & Automation

Career Résumé

2002 – now	Sanoma Media Belgium
1999 – 2001	Dolphin Telecom Belgium
1988 – 1999	Telxon Corporation International
1984 – 1987	MSI Data International
1983 – 1984	MSI Data Belgium
1981 – 1983	RTT (now BIPT/IBPT)

Career Review

Apr 2002 – now

ICT Services Manager at Sanoma Magazines Belgium

Responsible for the design, development and operational support of the overall IT infrastructure consisting of network, Windows and Macintosh servers and workstations, Unix servers and Network Appliance storage, communication equipment.

Manager of 1 internal colleague and 10 consultants, with a budget of € 3.5 M.

Furthermore, I am part of an international project group to design, purchase and deployment of a European WAN. The operational centre is in Belgium and is under my supervision.

May 2012 – Dec 2013

I cumulate on top of my function as ICT Services Manager in the Belgian business unit also the function of **ICT Services Manager** for the services of email, network and unified communications on a **Sanoma Corporate** level. This function ended for me as Sanoma Corporate has put Sanoma Media Belgium for sale on the market.

Nov 1999 – Oct 2001

ICT Services Manager at Dolphin Telecom

Responsible for the design, development and operational support of the overall IT infrastructure consisting of network, servers and Windows workstations as well as a few HP and Sun Unix machines, including PABX.

As manager of 4 people and with some consultants, we had the entire Belgian IT infrastructure based on an IP backbone, built in less than 12 months. ICT infrastructure budget of € 1.5M Opex and € 2.5M Capex.

Jan 1994 – Aug 1999

International System Manager at Telxon Corporation International

Under my responsibility two people were handling all technical questions, hardware and software related we sold the material sold (second to third line support)

In collaboration with the parent company in the U.S., I realized the design and installation of a global Exchange 5 network and were all the standard telephone lines for telecommunications converted to frame relay.

I developed an intranet and was the "driving force" for distribution of technical information, in HTML format on CD, to the distributors.

From September 1997 I was also responsible for the international integration projects between SAP and Telxon content over a wireless network. The applications were developed using a package developed in cooperation with SAP Australia (Melbourne) and Telxon Australia. These applications were situated mainly in the logistics. (Reference: Siemens Automotive Toulouse)

Under my leadership, the local IT infrastructure became fully Y2K compliant and Euro-ready.

I was also responsible for the acquisition and management of the local IT infrastructure.

Jan 1988 - Dec 1993

Support Engineer at Telxon Corporation International

I was responsible for the technical support, hardware and software, of portable data-terminals and data-receivers of the worldwide network of distributors (second to third line support).

I reorganized the resources of information and made it more accessible for both internal and external employees. The development of a knowledge base and improved information exchange with the distributors was incorporated.

Furthermore, I installed in the branches (notably: England, France, Italy, Germany, Singapore and Australia) an X.25 link to the parent company located in the U.S. to allow direct "order processing" on the IBM mainframe.

Besides the design, implementation and management of a Novell NetWare 4.11 LAN, I made the design and did the implementation of an email network based on Microsoft Mail for the international part of Telxon (UK, France, Italy, Germany, Spain, Singapore and Australia)

I was responsible for acquisition and management of the local IT infrastructure and gave regular courses on the use and programming of Telxon equipment.

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Sep 1987 - Dec 1987

Support Engineer at Victor

During the short period with this PC-dealer, I was responsible for the After-Sales service and support.

Aug 1984 - Sep 1987

Technical Support Engineer at MSI Data International

I did technical support for portable data terminals and data receivers of European distributors. I was also responsible for the IBM PC Service and the computerization of the field Service operations in Europe.

Mar 1983 - Jul 1984

Field Service Engineer at MSI Data Belgium

I took care of After-Sales service of portable data terminals and data receivers in the Benelux.

Jul 1981 - Feb 1983

Technician-Specialist at RTT – NCS (Nationale Controle van het Spectrum)

As a regulatory body I and about 10 colleagues were charged to locate offenders of the telecommunications laws and verbalize them. We also performed measurements on material that was submitted for approval.

Recent major projects

Re-locating the complete IT infrastructure to 2 new location due to move of company

As Sanoma decided to relocate from Diegem and Berchem to Mechelen, we had to relocate internal IT infrastructure to Mechelen and Kontich. The design, follow-up and delivery of network and IT infrastructure in the new building as well as the move became a major project in 2012 & 2013. The final touchdown was to physical move in during a long weekend of 4 days. All delivered in time, budget and without unannounced disruption for the users. I was a core member of the project team 'OurSpace'.

Introduction and deployment of server virtualisation

Optimization of existing hardware infrastructure. The growth of applications, automation and environments (development, testing, acceptance and production) requires a smoother and faster deployment of hardware. Virtualization of servers is one of the tools that can help. My role here was project manager and architect. After a test period of 3 months and pilot, virtual servers became part of the operational IT environment.

Renewal and consolidation of backup systems

The multiplicity of systems (Unix, Windows and Mac) had led to a variety of backup systems. Hence manageability was a sore point. New systems such as "Backup to Disk to Tape" had achieved financial and technical maturity. It was converted into an overall system that fulfilled all business and technical requirements. I acted as project leader.

Development of a Disaster Recovery Plan

Based on the renewed IT infrastructure it was possible to submit to the business a cost-effective disaster recovery plan for consideration. The elaboration of the plan took some time but the first "wet runs" were successful so from then on the entire organization stood for the 100% behind the plan. Besides project leader, I was also technical advisor for IT.

Relocation of Sanoma Magazines Belgium

450 people, an entire data centre and all its internal and external connections move to a new building without any compromise on the deadlines of the production of magazines. 6 months preparation, 14 hectic days but enormous satisfaction after a successful project. Not only project leader and a lot of hands-on, decision-maker for ad hoc problems but also technical and moral support for my staff

Design of new network and datacentre for Sanoma Magazines Belgium

The decision to move to a new building, made it possible to upgrade the network to an up-to-date, efficient and future-oriented network. Ditto for the datacentre. Both projects were completed within the move. Sanoma Magazines Belgium now picks the fruits of these investments. The design of both has proven to easy cope, with minimal reconfigurations and/or adjustments, the constant changes within SMB. I profiled myself here mainly as an architect and project manager in addition to commercial negotiator.

Reorganization, optimisation and improve performance of IT infrastructure

It was my first project within SMB to stop the proliferation of servers and systems but also control and resolve the avalanche of performance complaints. Through standardization, simplification and policies the tide could be turned and within 18 months, the negative tone turned into a positive and without any budget increase. I was both project manager and architect in this story.

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Functions / Roles

Function / Role	Experience
ICT Services Manager	14 years
Project Manager	12 years
Project Leader	12 years
Support Engineer	16 years

ICT Knowledge

Knowledge area	Experience
Infrastructure Architecture	14 years
Information Lifecycle Management (ILM) Storage - & Data management	10 years
Heterogeneous Infrastructures: Networking, Unix, Windows, Storage, Migration, Consolidation, Virtualization, Databases and Business Continuity	22 years

Languages

Languages	Level
Dutch	Mother Tongue
French	Good
English	Excellent
German	Notions

Degrees & Trainings

- Master "Science in Industrial Management" at the Vlerick School for Management in Ghent; succeeded in 1998.
- Industrial Engineer (MEng.) in electronics at KIRO (Katholieke Industriële Hogeschool van Oost-Vlaanderen) in Ghent; succeeded with distinction in 1981.
- Secondary school at St-Aloysius College in Ninove; section Latin Maths; succeeded with distinction in 1976.

Management training

- ICT Management at the Vlerick School for Management in Ghent; 2010 (10 sessions about aspects of ICT Management).
- Course "Leadership" in 1996

Main Technical courses (full list in Appendix)

- 2007 Microsoft SharePoint Administration
- 2003 Microsoft Visual Basic.NET
- 2000 Oracle 8i PL/SQL, Oracle 8i Administration, Oracle 8i Backup and Recovery
- 1998 Microsoft SQL Server 6.5 Administration, Microsoft SQL Server 6.5 Implementation
- 1997 Microsoft Exchange Implementation & Administration, Windows NT

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- 1995 Introduction in Programming with Visual C++, Programming in Microsoft Visual Basic, Advanced Programming in Microsoft Visual Basic, Novell Netware 4.1 Administration, Novell Netware 4.1 Advanced Administration
- 1993 Object Oriented Programming in C++
- 1992 Introduction to UNIX, Script language in UNIX

Non-Technical courses

- 2008 EHBO (refresh in 2010, 2013 & 2014)
- 2008 First intervention in fire incidents
- 2005 First intervention in fire incidents

Notorious or famous?

- From: De Preter, Sandra (CEO-Ad Interim – Sanoma Magazines Belgium) - 27 November 2006
"Marc, De resultaten van het werk mbt information security werden vorige week op de management board in Amsterdam gepresenteerd. België haalde de hoogste score met 2.9. Je inzet en low cost aanpak werden er ook vernoemd ("geroemd"!). Proficiat dus.... En op naar de 3."
(Translation to English: "Marc, the results of the work concerning information security were presented last week on the management board in Amsterdam. Belgium got the highest score of 2.9. Your commitment and low cost approach were also named ("famous"!). So ... congratulations. And up the 3. ")
- From: Eric IOOSS (ex-ICT Manager - Dolphin Telecom France and Belgium) - 24 August 2001
"I will leave Dolphin at the end of August. I got the opportunity to take a new job. Thanks for your co-operation in the work we did together. Special thanks for Marc who impress me in his ability to do everything in IT!"
- 'Employee of The Year' (Dolphin Telecom Belgium in 2001)

Personal information

Address: Middenstraat 111
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Email: marc@engrie.be

Website: <http://marc.engrie.be> of <http://www.engrie.be>

Family: Married with Andries Marleen, employee
2 children, 2 grand-children

Date of Birth: 15 September 1958

Military Service: Corporal (assistant to the transportation planner) in CTREI in Peutie.
1981-1982

Hobbies: Computers & Programming
Tinkering with electronics
Do-It-Yourself
Ex-Judoka (25 years -black belt)



Travelled extensively in Europe, the United States, Asia, South-America and Australia

Appendix: list of all certificates obtained

- 1970 Diploma Lager onderwijs
- 1973 Diploma Lager Secundair onderwijs
- 1976 Diploma Hoger Secundair onderwijs
- 1976 Diploma Toegang Burgerlijk Ingenieur
- 1979 Kandidaat Industrieel Ingenieur
- 1981 Industrieel Ingenieur
- 1984 Certificaat Personal computer
- 1986 Certificaat Datacommunicatie
- 1990 Certificaat Bedrijfsmanagement
- 1991 Certificaat Internetworking
- 1993 Certificaat Object Oriented C++
- 1993 Certificaat SNMP
- 1994 Certificaat Wireless Datacommunication
- 1995 Certificaat Novell Advanced Administration
- 1995 Certificaat Windows 95 Migration
- 1996 Certificaat Effectief Leiding Geven
- 1996 Certificaat Visual C++
- 1997 Certificaat Exchange
- 1997 Certificaat Firewalls
- 1997 Certificaat Windows NT
- 1997 Certificaat WWW on Unix
- 1998 Certificaat Bedrijfskundig Ingenieur
- 1998 Certificaat MS SQL Administration
- 1998 Certificaat MS SQL Implementation
- 1998 Diploma Judo 1ste Dan
- 1999 Certificaat Access 97 Advanced
- 1999 Certificaat Access 97 Power User
- 1999 Certificaat IP and NetBIOS Name Resolution
- 1999 Certificaat Word 97 Advanced
- 1999 Certificaat Word 97 Power User
- 2000 Certificaat Oracle 8i Administration
- 2000 Certificaat Oracle 8i Backup and Recovery
- 2000 Certificaat Oracle Develop PL-SQL
- 2004 Certificaat Visual Basic.Net
- 2014 Certificaat IPV6