

# Curriculum Vitae Lieven D'hoore

## CONTACT

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Born: **July 29th 1969**  
Nationality: **Belgian**

## INTERESTS

Team leader infrastructure/virtualization

Server and Desktop Virtualization projects

## CERTIFICATIONS

VMware Certified Professional (VCP Number: 43446) – VCP3, VCP4, VCP5

VMware Sales Professional (VSP)

VMware Technical Sales Professional (VTSP)

## EMPLOYMENT HISTORY/PROJECTS

### **NOV 2010 – current**

Technical Account Manager at VMware.

- Responsible for building and maintaining post-sales relationships with large enterprise customers. A Technical Account Manager (TAM) serves as a project manager to ensure successful implementations and as an account manager to ensure that the customers serve as a positive reference and continue their standardization on VMware technology.
- Provide guidance on the IT strategy to follow
- 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.
- Responsible for a number of major clients in Belgium:
  - Barry Callebaut
  - Belgacom Group
  - Bpost
  - Delhaize Group
  - Groupe Rossel
  - ING Belgium
  - Landsbond der Christelijke Mutualiteiten
  - Tessengerlo Group

### **JUN 2010 – OCT 2010**

Independent **contractor** at ING, Brussels.

- Preparation of operational procedures for VMware Infrastructure 3.5
- Provide VMware training to ING operators & System Engineers

## APR 2007 – OCT 2010

Independent **contractor** at Dexia Technology Services, Brussels.

- Preparation and execution of the in sourcing of Dexia Insurances Belgium from Rainbow ICT to Dexia Technology Services from Belgium to Luxembourg.
  - Project planning and coordination
  - Server virtualization (VMware ESX 3.x)
  - VMware Capacity Planning
  - Size: +/- 150 servers
- Preparation and execution of the Data Center consolidation and move from Belgium to Luxembourg.
  - Cartography of all Wintel applications
  - Project planning and coordination
  - Server virtualization (VMware ESX 3.x)
  - Application installation
  - Size: +/- 600 servers
- Responsible for the migration of Dexia's Trading platform (Windows part) from Belgium to Luxembourg through virtualization
- Windows application integration: architecture design, analyses in preparation for application setup and install, deployments ...
- Project Manager for several projects
  - Design high-availability IT infrastructure for implementation of safe-locks in all Belgian Dexia Agencies
  - Backup harmonization
  - Scheduling harmonization
  - ...

## JAN 2007 – APR 2007

Independent **contractor** at Smals/MVM, Brussels.

- Project Specification: Technical Project Manager

## JUN 2005 – JAN 2007

Independent **contractor** at Euroclear Bank, Brussels.

- Project Specification:
- 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 ... The role of the technical problem manager is to ensure that all issues and problems, in the scope of the Data Centre Strategy project are properly identified, registered, assigned and handled towards their full resolution.

(\*) Data Center Strategy Project = Data Center move + Data Center consolidation + disaster recovery improvement.

## JAN 2004 – JUN 2005

Employed as **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 (Metaframe XP FR3, ChipPC thinclients)
- Consolidation of Servers (ESX VMware)
- Setup and follow up of the Disaster Recovery project

- Project Manager for European Altiris Project (Client Management Suite Level 1)
- Provide technical expertise in high-level design requirements on European Messaging environment

### **JUL 2003 – JAN 2004**

Employed as **Senior European Distributed Systems Analyst** at Newell-Rubbermaid, Waterloo.

- Responsible for the design of the EMEA email environment
  - Exchange 2000/2003
  - Mailsweeper
  - Blackberry Enterprise Server
- 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**

Independent **contractor** at Proximus, Brussels.

- Project Specification:
  - MS Exchange 5.5/2000 setup, configuration, administration, 3<sup>rd</sup> line support
  - MS Exchange 2000 migration (review, design, migration scenario, Active Directory Integration, backup/restore scenario, virus solution, setup, configuration...)
  - Windows 2000 Active Directory integration
  - Other products: MMIS, McAfee Epolicy Orchestrator, Compaq hardware, IBM hardware, Legato backup, EMC2 SAN, Hitachi HDS SAN, Mailsweeper, Faxcom, Sybari, ...

## OCT 1999 – NOV 2004

Home based independent **contractor** at Pfizer N.V., Brussels.

- Project Specification:
  - Analysis, development, set-up, reporting and maintenance of Interactive Voice Response Systems used in various clinical/marketing studies. (DEPRYM, CELEFOON, CESAM, FIDELIA, ATTITUDE, CELIPA)

## JUL 2000 – SEP 2000

Independent **contractor** at the headquarters of Pentax, Europe, Brussels.

- Project specification:
  - Network installation and administration (WAN/LAN): Windows NT4, MS Exchange 5.5, Internet Information Server 4.0, MS Index server, Windows 2000 Professional ...

## JAN 2000 – APR 2000

Home based independent **contractor** at K.U.Leuven, Dept. of Cardiology, Leuven Coordinating Centre, Leuven.

- Project Specification:
  - Development of a generic Interactive Voice Response System to be used in a phase II and phase III clinical trials.

## MAY 1999 – MAY 2000

Independent **contractor** at the headquarters of General Electric Capital Fleet Services, Europe, Brussels.

- Project specification:
  - Supported platforms/packages: MS Windows NT 4.0 Server (WAN/LAN), MS Exchange server 5.5, MS Systems Management Server 2.0, Novell 4.11, MS Windows 95 client, MS Windows 98 client, MS Windows NT 4.0 workstation, FaxServe, Ghost 5.1 image builder, MS Office 97...

## **JAN 1995 – MAY 1999**

Part-time **contractor**.

The majority of the assignments were situated in the field of clinical studies and network installation/support.

## **OCT 1994 – MAY 1999**

Employed as **Information Systems Manager** at K.U.Leuven, Dept. of Cardiology, Leuven Coordinating Centre (coordination, organization and data handling of multinational clinical studies in cardiology).

- Responsibilities/tasks:
  - Developing future Information Technology strategies (long term vision, hardware, software, ...)
  - European representative within the Information Technology group of the VIGOUR organization. The VIGOUR organization is an international collaboration of academic centers (medical universities) around the world. The members include universities from Argentina, Australia, Belgium, Canada, UK and USA.
  - Involved in purchases for IT dept (hardware, software, licenses, maintenance agreements). Produce request for quotations, analyze quotes, negotiate, conclude, contract
  - Technical consultant during project set-up
  - Project Analysis, Project Management Support
  - Analysis, development, programming, integration and maintenance of Interactive Voice Response Systems (IVRS) used in the clinical trial industry
  - Overall database analysis and programming (MS FoxPro). Including randomization algorithms/programs, pharmacy management algorithms/programs, data entry programs, reporting modules, ...

## **MAR 1994 – SEP 1994**

**Consulting Programmer** (MS FoxPro) with Techware Inc., Mooresville, N.C., USA.

## **AUG 1992 – JUN 1993**

Compulsory service in the Belgian army

## COMPUTER EXPERIENCE

- VMWare ESX (VCP 4.0, VCP 3.5, VSP, VTSP)
- Operating Systems: All Windows versions
- Others: MS Exchange 5.5/2000/2003, BMC Patrol, Tivoli Storage Manager (TSM), Tivoli Workload Scheduler (TWS), Doubletake, Citrix, Altiris, Thinprint, Appsense,...

## EDUCATION

1987-1992

- Received B.Sc. in Electro-Mechanical engineering from Belgian Technical University (KIHO, Gent, Belgium).  
Thesis: *Analysis and Follow-up of Stoppages in Transfer-Machines*  
Developed thesis for and in collaboration with, Siemens NV of Oostkamp, Belgium.

1981-1987

- Latin/Mathematics concentration in high school.

## LANGUAGE SKILLS

- Dutch: Mother tongue
- English: Fluent
- French: Fluent
- Spanish: Good
- German: notions