

Marc PHILIBERT
23/02/1960

Senior Consultant
Service Manager/Process Manager

Formal Education

Business Hotel School CERIA

Computer science, EPFC, Brussels.

Certifications

2001 Seminar Process Communication Kahler model
2008 ITIL V3 and V2 foundation Certifications
2010 Training session for ITIL Service Manager (Service Support & Service Delivery)
2010 Service Manager may 31st/June 1st 2010

Spoken Languages

French: Mother tongue

English: Fluent

Professional Experience

Voo (Brussels): September 2017 to December 2017

SOC (Service operation Center) Training and quality manager

Mission:

- To provide best practice for Knowledge Management Governance and strategy
- Business requirement for tool implementation
- Training and support

Voo (Brussels): September 2016 to September 2017

Service Manager ODC (Cable Network Opening)

Mission:

- To ensure the operational follow-up of the beneficiary's requests
- To analyze & process OLO (Other Licensed Operator) business forecasts
- Budget support with management control
- Management of the capacity of operational teams
- Monitoring & management of KPIs according to the SLA
- Expert support of unresolved requests by Customer Care

- Escalation management
- Coordination and follow-up of recurring requests
- Monitoring and validation Billing
- Maintenance of documentation related to the ODC
- Internal interface with E2E project managers from Brutélé / Nethys
- Preparation and follow-up of monthly OLO Service Management meetings
- Steerco preparation and follow-up every 3 months

VOO (Brussels): From January 2011 to September 2016

Process Analyst/Process manager (technical department)

Mission:

- To provide Business Process Mapping and Business Process Reengineering
- Work closely with clients and the business to identify and analyze core business processes and workflows
- Facilitating workshops with Voo departments and partners
- Documentation of process and work flows
- Development of clear and detailed process maps and business requirements
- Identifying issues and risks
- Process governance : define the Voo BPM Framework or methodology to be followed, define roles and responsibility, Overall oversight of all technical processes within the organization
- (Overall) establishing the framework for process governance.

Processes Analyze - Design - Development - Implement - Evaluate:

- Change management on the technical Core and Access Network
- Incident management
- Network Operational Center Request fulfillment
- Capacity plan (Next Gen access) for Voo customers service improvement
- Implement dashboard for Voo Wifree service
- Operational processes (Network Disaster management/ Customer complaint management/follow up of Work order)
- Communication process at the time of technical changes on the Network
- Analyze and propose service support for Voo B2B Customers (Win/Telenet/Mobistar)
- Alignment of clients (Integrators) on processes and communication
- Definition and implementation of B2B Service Agreement
- Finalisation and implementation of Service Assurance processes for B2B
- Analysis of B2B clients contracts on SLA
- Implementation of KPIs and creation of B2B dashboards
- Review of subcontractors contract based on KPIs

Processes improvement and assessment:

- Repair Process (For individual customer and on the Network)
- Defined and created repair Process Dashboards
- Run Continual Service Improvement committee for Operation and subcontractors
- Follow-up of improvement action plans
- Complex and recurrent issues on the HFC Network

Documentation:

- The repair book for .évacion Voo decoder
- User guides to Voo breakdown service partners
- Voo guideline for customer issues

ITIL Trainer:

- Trained and certified more than 250 Voo employees and Consultants with ITIL foundation 2011 with 95% of passed certifications
- Training on communication tools and dashboards to Voo breakdown service partners

IMAXO (Brussels): From July 2010 to December 2010

Senior Consultant ITIL

IMAXO is a small Belgian company which is a supplies partner of more 2000 customers in Europe.

Mission:

- To assess IT infrastructure
- To provide Training and ITIL certification
- Imaxo requirements to concentrate first on adopting a phased approach to implementing ITIL incident, problem, configuration, and change management
- To define vital business functions for assessment ITSCM
- To help to define new commercial strategy in order to offer new quality services to customers such as maintenance and software and hardware deployments

TECHNICAL ENVIRONMENT

WINDOWS SERVER 2003, EXCHANGE SERVER 2003, ISABEL (ERP), DREAMWEAVER CS3, WINDOWS 7, MS OFFICE 2010, PHOTOSHOP, PHP5 , MYSQL, MS OFFICE 2003

K&D Consulting (Luxemburg): From May 2010 to July 2010

Mission:

- To provide ITIL course material for ITIL certification. This includes participant support material, trainer guide and PowerPoint presentation.

TECHNICAL ENVIRONMENT

Windows 7, MS Office 2010, Photoshop 10, Flash Professional 8

MPG Services Gibraltar (Brussels): From May 2010 to July 2010

Mission:

- To provide consulting as a service manager to establish book of specifications for the implementation of web service solution
- To analyze of context, organize meeting to understand customer requirements with ITIL framework
- To define strategy and commercial issues. Provide book of specifications and organize stakeholders meeting
- Function as a project manager to deliver web service solutions.

TECHNICAL ENVIRONMENT

WINDOWS 7, Oscommerce, Magento, PHP 5, MySQL 5.0, Ms Office 2010, Virtual Server 2005 R2

MCS Associates (Luxembourg): From October 2008 to May 2010

- To provide consulting services related to ITIL. Skills to organizations with the scope improve operation, by providing high quality of workshops and training

ITIL Instructor for ITIL V2/V3 foundation

- Working for HP Formation France as ITIL V2/V3 instructor on HP Customers premises or HP training Centers. Courses and certification for Getronics/APX France; Devoteam; ComputaCenter; Euriware; Steria; CapGemini; EDS
- Instructor for MCS customers (Guidance LUX/France Télécom/Suez)
- ITIL Consultancy Missions Implementation in Companies in Luxembourg LFS (financial Company)
- Assessment and implementation of ITIL framework
- Implementation of ITIL processes (Incident, Configuration and Change)
- Hopital Kirshberg: implementation service desk tools
- ITIL Service Manager Certification ongoing, exams planned in May 24th and 25th 2010
- Preparation for ITIL V3 expert certification
- MCS Associated is an HP France subcontractor for ITIL training all level

TECHNICAL ENVIRONMENT

MS OFFICE 2007, MS PROJECT, MS VISIO 2003, AROBAT PROFESSIONAL 9

DIFFULEC SPRL (Brussels): From January 2008 to October 2008

Mission:

- Reorganize IT infrastructure of Diffulec. Define business requirements

IT Manager IT infrastructure assessment

- Align IT with business activities
- IT manager, Local System administrator, System administrator Windows server 2003, implementation of a Service desk
- Workstations, resources & users profile management (configuration, follow up staging machines user profile creation, home directories management, and service directories management)
- In charge of all Web and application developments
- Migration from Windows server 2000 to Windows server 2003
- Implementation of ITIL processes (Incident, change and configuration Management)

TECHNICAL ENVIRONMENT

WINDOWS SERVER 2003, EXCHANGE SERVER 2003, MS VISIO 2003

IMAXO (Brussels): From January 2007 to June 2007

Short time contract to assess IT infrastructure and develop service Catalogue

- Network/Workstation Installation/setting
- Implementation of new IT procedures
- users training regarding news IT procedures
- Sales adviser

TECHNICAL ENVIRONMENT

WINDOWS SERVER 2003, EXCHANGE SERVER 2003, ISABEL (ERP), DREAMWEAVER CS3, WINDOWS 7, MS OFFICE 2010, PHOTOSHOP, PHP5 , MYSQL, MS OFFICE 2003

DIGIFFUSE sarl (Luxemburg) June 2004 to July 2007

Co-founder Project Manager

Digiffuse is a company I created in August 2005. Specializing in Digital Signage solutions. Digiffuse has developed its own Web oriented software. The software lets you manage, produce and control, multimedia content thru Internet on displays (plasma or LCD) located anywhere in the world. The customers were: Belgian Golf Clubs; Real Estate agencies; fitness centers.

- Calculate business plan of the project and define strategic goals
- Define business requirements
- Define marketing actions for the launch
- Monitor and improve the service
- Setting up of the project specification
- Project management
- Tested and worked with software designers to establish a user-friendly environment
- Search of partners
- Sale representative

- The Digiffuse project was selected among 300 projects by Luxinnovation of Luxembourg
- Business requirements
- Launch and market the product

TECHNICAL ENVIRONMENT

WINDOWS SERVER 2003, ASP.NET, DREAMWEAVER CS3, WINDOWS XP, MS OFFICE XP, PHOTOSHOP, FLASH PROFESSIONL, VISIO 2003, MS PROJECT, ILLUSTRATOR

TRANSICIEL (Luxemburg) February 2004 to June 2004

Teamleader Earlylife support team Deployment MS Exchange/Outlook

- Early life support team coordinationCoordinate Early life support team for new Email service

- Team leader End-users support and LSA support
- In charge of training new co-workers
- End user and LSA support
- Setting up team planning

TECHNICAL ENVIRONMENT

WINDOWS XP, MS OFFICE XP, NOVEL GROUPEWISE

TRANSICIEL (Luxemburg/Brussels/Strasbourg) July 2001 to June 2004

In charge on the Infocenters (call desks) staff in Brussels/Luxembourg/Strasbourg. First line end-users support for all the DG and Political Groups of the EP.

- Implement, organize, coordinate and manage EP call centers in Brussels/Luxembourg and Strasbourg. Serving as the single point of contact of EP users
- Attends management meetings monthly
- Runs weekly Team Meetings, Oversees team operations
- Delegate Jobs, keeping official records of team activities
- Discuss issues at meetings, define objectives with the customer
- In charge meeting reporting Communicate assignments, milestones and deadlines to the team and individuals based on administrator's instructions.
- Setting up of the Infocenter Intranet
- Writing of the Infocenter Documentation and publication of the IT-processes
- Recruiting, supervising, and training call center staff.
- Setting up Transiciel procedures (ISO 9001)
- Setting up Artemis (Getronics call desk software)
- Testing and evaluation of the EP new IT technology

TECHNICAL ENVIRONMENT

WINDOWS NT4, MS OFFICE, ARTEMIS (INCIDENT TIKETTING), ACCESS, DREAMWEAVER, GROUPEWISE

GETRONICS (Brussels/Strasbourg) July 1997 to July 2001

Project Manager/Team Leader

Setting up rollout and day to day running operation for the EP Members IT infrastructure

- In charge of the LSUMEP team (Local support Unit Member of the EP)
- Administrative management of the resources, recruitment
- Meeting service (organization and reporting).
- Planning in collaboration with the EP administrator
- Training Formation of European Members
- Speaker with the EP VIPs
- Coordination of the installations 650 Workstations in Brussels and Strasbourg.
- Team management for help-desk specialists, end users support specialists.
- Setting up the LSUMEP Intranet.
- Setting up of the Servers for the LSUMEP.
- Writing of the LSUMEP Documentation and publication of the IT-processes

TECHNICAL ENVIRONMENT

WINDOWS NT4, MS OFFICE, ACCESS, GROUPEWISE, ELS, WINDOWS NT SERVER

OLSY (Getronics), Brussels July 1996 to June 1997

Pilot Project PC support of the European Commission (project grouping 3 General Directions together)

- In charge of DG Fisheries service desk
- In charge of the help-desk 350 end-users
- PC support
- Installation, configuration
- In charge of the software distribution Netcon.
- In charge of assessment on the project with Olsy manager and EC IT authority

TECHNICAL ENVIRONMENT

WINDOWS NT SERVER, WORDPERFECT, ACCESS, NETCON, MS OFFICE, ARTEMIS (INCIDENT TIKETTING), ACCESS, DREAMWEAVER, GROUPEWISE

OLSY (Brussels) June 1994 to July1996

Coordinator PC support and call desk DG Agriculture

- In charge of the PC support specialists.
- In charge of the staff planning
- In charge of the organisation and meeting reporting)
- Training and recruiting of hardware and software specialists
- Project "Migration Bureautique"

TECHNICAL ENVIRONMENT

WINDOWS 3, WORDPERFECT, ROUTE 400, ACCESS