

# Cousaert Bart

Since 2005, Bart works as ICT consultant at Inno.com focusing on servicing customers with quality driven deliverables that apply project and process methodologies based upon international frameworks such as Prince2, ITSM/ITIL and Cobit.

Prior to joining Inno.com, Bart had 15 years experience in ICT management, project and operational management, integration architecture, and software design and development. Throughout the years he owned various positions mainly within the financial, telecomm and social regulations sector: clients include SWIFT, FORTIS, Banksys, Belgacom Mobile, SVMB, ADMB, MACH and STATER Belgium.

Bart holds a bachelor degree in applied computer sciences and is ITSM/ITIL and Prince2 certified. He has excellent technical and business writing skills in Dutch and English. Besides his mother tongue Dutch, he fluently speaks English, and has a good knowledge of French.

## Key Competences

### Technology

- Broad and general knowledge in software lifecycle and end-to-end project management of large applications, mainly within the financial, telecomm sector and social security sector.
- Strong background in multi-tier and client/server application design and development, and integration (EAI, ESB) of legacy platforms with the internet (B2B, B2C).
- Solid expertise in relational database development and design.
- Helicopter view on infrastructure (from hardware to OS), network architecture (LAN, DMZ, WAN), information security, vendor management (from RFQ till OLA/SLA) and telecomm technology.

### Project Management

- Successfully delivering projects within time, on budget and to a high quality.
- Major interests for ICT best practices, applying ITIL and/or Cobit framework and/or applying project methodologies such as Prince2.
- Managing complex – even internationally spread – teams, including external parties and/or subcontractors.

### Business Understanding

- Understanding all stakeholders' perspectives, expectations and concerns.
- Aligning business and IT strategy.
- Good business writing and communication skills.

### Organisational Dynamics

- Ability to align people, process, technology and other change efforts with corporate strategy

## Function

(Technical) Project Manager  
Enterprise & Solution Architect  
Business Analyst

## Personal Profile

- Team player
- Quality-minded
- Drive and commitment
- Proactive, result oriented attitude
- Problem solver
- Analytic mind

## Personalia

Address: Esdoornlaan 35, 9080 Lochristi (Belgium).  
Birth: 14.02.1966, 9000 Gent (Belgium).  
Civil state: Married, 2 children.  
Mobile: +32 478 58 57 34.  
Email: bart.cousaert@bcsoft.be

## Experience

Customer	<b>ADMB</b>
Project	HORA
Period	01/2008 – 09/2011
Role	Project Manager & Solution Architect
Tasks	<p>ADMB provides assistance and support for companies, the self-employed and private individuals in all fields of social regulations and HR Management. This assistance and support provided by ADMB is highly facilitated by means of an automated system, called HORA.</p> <p><u>01/2011 – 09/2011</u>. Responsible for definition and implementation of a 'legacy renewal' project (from Oracle Forms to JSF2/J2EE). Responsible for 8 FTEs.</p> <p><u>06/2010 – 09/2011</u>. Responsible for definition, implementation and delivery of a project with purpose to obtain a user friendly interface for a number of application artifacts: introduction of self servicing reporting capabilities (Oracle BI), introduction of Rich User Interface technology (Flex), functional and technical rework of a messaging system, performance and navigation improvements on a number of data entry forms. Responsible for 10 FTEs.</p> <p><u>05/2009 – 05/2010</u>. Responsible for defining, developing and delivering the HORA Report Online platform (Oracle Business Intelligence), and phase out of the former Oracle Discover platform and data warehouse. This new reporting facility is daily used by +100 internal and external users. Responsible for 5 FTEs.</p> <p><u>01/2008 – 04/ 2009</u>. For one of the functional domains within HORA, there was a strong need to define and execute a business/ict project plan with main goal to deliver a reliable environment, both from a functional and technical perspective. Key activities: responsible for definition of the project plan meeting business and ict requirements, responsible for execution of the project plan throughout 2008, responsible for guiding and coaching the software development team lead and members with focus on methods to separate operational from project activities. Responsible for 9 FTEs.</p>
Customer	<b>Banksys (ATOS Worldline)</b>
Project	Study Web Factory
Period	07/2007 – 12/2007
Role	Solution Architect
Tasks	<p>Responsible for execution of a study resulting in a project plan on project, process and organizational improvements in the area of web development. With the ATOS merger in 2006, Banksys (Bancontact and Mister Cash) and BCC (Visa and Mastercard) investments have started to integrate both BKS and BCC back- and front-offices. A web factory department was created to stress the industrialization characteristics of web development. Key domains involved in the study: web application end-to-end monitoring (measure &amp; report service level indicators on availability and performance), web application performance methodology &amp; tool selection, web analytics tool selection.</p>

Customer **Fortis**  
Project FIX IT – Integration Benelux OpCo's  
Period 11/2006 – 06/2007  
Role Project Manager  
Tasks Responsible for startup and execution of a process improvement project with goal to introduce engineering methodology (ie. project content methodology) for the new IT (ie. infrastructure) organization. Fortis is currently reorganizing its IT divisions over the 5 operating companies in the Benelux. Engineering methodology is required to enable cross-border standardized processes & methodologies.

Customer **SVMB**  
Project EAI/ESB  
Period 09/2005 – 09/2006  
Role Technical project manager  
Tasks

- Responsible (end-to-end) for introduction (selection + implementation) of an EAI/ESB platform (Sonic MQ/ESB).
- Creation of business and technical analyses with regards to a number of practical cases (mostly workflow oriented). Responsible for the technical implementation of these practical cases, making use of the new Sonic MQ/ESB platform.
- Organization of a dedicated training on Sonic MQ and ESB, targeted for internal employees of the customer.

References *Case study on*  
[www.progress.com/progress\\_software/worldwide\\_sites/be/docs/071112d.pdf](http://www.progress.com/progress_software/worldwide_sites/be/docs/071112d.pdf)

Customer **Belgacom Mobile (Proximus)**  
Project Vodafone Live!  
Period 05/2004 – 07/2005  
Role Technical project manager  
Tasks

- Responsible for the technical end-to-end coordination of the release of two major upgrades on the Proximus mobile Unified/Instant Messenger platform. The Messenger platform at Proximus contains 2 major applications: the vf!Mail platform reachable on mobile devices (wap) and the internet (web), and the Mobile Chat platform reachable on mobile devices (wap).
- Vendor management: detailed requirements, RFQ/RFP, contract negotiations, Service Level Agreement with Belgacom.
- Setting up the technical environment interfacing with the necessary network and application components & interfaces.
- Organizing integration, qualification and business simulation tests.
- Migrating the deliverables to the production platform, and acting as third line support provider.

Customer **STATER Belgium**  
Project Oxygen  
Period 12/2001 – 04/2004  
Role ICT Manager  
Tasks

- Responsible for 41 FTEs and a yearly budget of +4.000.000 EUR (capex + opex).
- Reorganization into small units (Project Office, Infrastructure & Operations, Customer Services & Production Support, Software Development, Administration) with clear fixation on roles & responsibilities.
- Introduction of project management (Prince2) and ITIL best practices. For instance, defined processes for incident, problem and change management, and introduced aligned software tools to support those processes.
- Alignment ICT budget vs. business requirements. For instance, lowered substantially the yearly licensing on hardware and operating systems by aligning business expectations and requirements on data center disaster recovery.
- Integration of the legacy platform with the internet (e-commerce, B2B and B2C applications).
- Project management & follow-up of Business Continuity Plan including ICT disaster recovery, setup of partnerships with HP and Belgacom.

References Case studies on <http://www.vasco.com/products/casestudies.html> and <http://www.microsoft.com/belux/nl/net/stater.asp>.

Customer **MACH**  
Project MACH USA  
Period 04/2001 – 11/2001  
Role Technical team lead  
Tasks

- Responsible for the transfer of the MACH US systems & applications, including TAP, NATAP, and Ciber application flows) from USA Montgomery to Luxemburg.
- After the transfer, responsible for development, maintenance and production follow-up.

Customer **Belgacom Mobile (Proximus)**  
Project PNI  
Period 09/2000 – 03/2001  
Role Senior Support Analyst  
Tasks

- Responsible for the application and business production support of the main Proximus application ie. PNI platform, including main GUI and sub applications (RDM, Fraud, ...).
- Coordination and migration of software and database releases towards test and production systems.
- Optimization of the software build and roll-out process on PNI test and production systems.

Customer **SWIFT**  
Project ST400  
Period 09/1994 – 07/2000  
Role Technical project manager  
Tasks

- Responsible for the development and maintenance on the ST400 interface. Accountable for functional and technical analyses, software implementation of new functionality and patches, providing documentation and user coaching, acting as third line support provider.
- High involvement in SWIFT financial message standards, Y2K and EURO compatibility projects. E2E project lifecycle with ISO certification process (ENCOMPASS internal methodology), problem & change management tools, third level and on-call support.

## Previous experience

<b>Sunair Delight</b> , 02/1994 – 08/1994	Sr. Analyst/programmer	OpenVMS/Cobol
<b>CBHK</b> , 01/1993 – 02/1994	Sr. Analyst/programmer	OpenVMS/Cobol
<b>Econosto</b> , 12/1992 – 01/1993	Sr. Analyst/programmer	AS400/RPG400
<b>BIS</b> , 06/1992 – 11/1992	Sr. Analyst/programmer	AS400/RPG400
<b>Masterfoods</b> , 07/1991 – 05/1992	Sr. Analyst/programmer	S38/RPGIII
<b>Metropolitan Bank</b> , 04/1991 – 06/1991	Analyst/programmer	OpenVMS/Cobol
<b>Sofibank</b> , 11/1990 – 02/1991	Analyst/programmer	OpenVMS/Cobol
<b>Codep</b> , 07/1989 – 09/1990	Analyst/programmer	OpenVMS/Cobol
<b>Famibank</b> , 02/1989 – 06/1989	Analyst/programmer	IBM S38/Cobol

## Other experiences @ Inno.com

<b>Unizo/ADMB/SVMB</b> , 10/2006	Study SSO & Web Portal technology
<b>Unizo/SVMB</b> , 10/2006	Proposal Delta7
<b>KBC</b> , 11-12/2005	SLM LOLA framework
<b>Eurobrokers</b> , 10/2005	Audit ICT department
<b>AGF</b> , 10/2005	Methodology ICT Strategy
<b>Unizo/SVMB</b> , 9/2005	Audit web portal

## Education

Bachelor degree in applied computer sciences  
IHSR-BME Gent (Belgium), 1988

## Training

- OO Analysis & Design using UML – Info Support (2006 – 5 days).
- Sonic MQ & ESB v6.1 - Sonic (2006 – 4 days).
- Masterclass Enterprise Integration & SOA – Cibit (2005 – 6 days)
- Finance management for Projects – Insights International (2004 – 2 days).
- Information security from A to Z – Kluwer (2003 – 2 days).
- ITSM/ITIL foundation – HP (2003). **Certified.**
- Prince2 foundation – Legant (2002). **Certified.**
- .Net for architects – Info Support (2002 – 1 day).
- Java2 Programming language SL275 – Sun (2001 – 5 days).
- Mastering VB development (1013) – Info Support (2001 – 5 days).
- Mastering VB fundamentals (1303) – Info Support (2000 – 5 days).
- MS Project – POSA (1999).
- Art of Project Management – SWIFT/BMC (1999).
- PC/Powerbuilder – Datacross (1994).
- PC/Oracle – Datacross (1992).
- DEC/Decforms – Digital (1992).

## Technical Knowledge

- Tech**
- Sonic MQ & ESB (v6.1 & v7.0).
  - Microsoft VB environment (VB6 and .Net) with focus on component design and development (COM/DCOM/MTS, ActiveX, ADO, ODBC/OLE-DB).
  - Oracle Designer, Oracle pl/sql.
  - OpenVMS (HP) programming languages (Cobol, C, Basic), database (Oracle/RDB, Oracle Pro \* C, Oracle PL/SQL), DCL, RTL and layered products (Decforms, CMS, MMS, ...).
  - AS/400 (IBM) programming languages (RPG/400, Cobol, C), database (SQL/400), and layered products (DFU, SDA, ...).
  - Open source (awstats, Jmeter, Apache).
  - Internet scripting (HTML, Javascript, Coldfusion MX7, Dreamweaver, VB script).
  - Configuration management (CVS, CMS, PVCS).
  - Telecomm data exchange protocols (TAP, Ciber, NATAPII, ...) and mobile programming scripts (XHTML, WML, PML, VCML).
  - SWIFT Message standards (ST400)
  - Belgacom Mobile PNI (master ordering system).

- Meth**
- Prince2
  - ITIL and Cobit framework
  - OO, UML design patterns, component based development
  - Yourdon
  - Structured programming Warnier

**OS** Windows, OS/400, OpenVMS

**HW** Intel, HP VAX and Alpha, IBM AS/400

## Languages

- D Mother tongue  
E Fluent (speaking and writing)  
F Good (speaking)

--- End of document ---