IT Program Coordinator at Eviden

Summary

I'm person with experience in various areas, which helps me to see things from different angles.

My personality type is ENTP (Extraverted, iNtuitive, Thinking, Perceiving) and according to Hartman's test Creative Inspiring Motivator.

Experience

Eviden
IT Program Coordinator
July 2023 - Present (1 year 2 months)
Belgium

• Client : European Commission
• Scope: Project Management, Program Coordination, Quality Management and Resource Management.
• Working in the cross-program/project team helping to build PMO team procedures and supporting in placing basic tools, resource management responsibilities.
• Support users with getting access to internal and external tools/systems.
• Driving PMO team with ITIL4 & P3O practices.
• Knowledge management - creating procedures and processes.
• Reporting to client on weekly, monthly, and quarterly basis.
• Quality management of documentation – per client request (internal and external) and for program use.
• Ensure availability of information inside program.
• Managing research of resources – constant contact with hiring managers and HRs to find proper employees.
• Working with various ticketing systems.
• Single Point of Contact for a program

Atos
Program Coordinator
December 2021 - June 2023 (1 year 7 months)

• Scope: Program Coordination, Quality Management and Resource Management.

• Working in the cross-program/project team helping to build PMO team procedures and supporting in placing basic tools, resource management responsibilities.

• Support users with getting access to internal and external tools/systems.

• Driving PMO team with ITIL4 & P3O practices.

• Knowledge management - creating procedures and processes.

• Reporting to client on weekly, monthly, and quarterly basis.

• Quality management of documentation – per client request (internal and external) and for program use.

• Ensure availability of information inside program.

• Managing research of resources – constant contact with hiring managers and HRs to find proper employees.

• Working with various ticketing systems.

• Single Point of Contact for a program.

• Training new joiners – introductory calls, welcome emails, and support required from the first day.

• Trainer role for scopes: IT basics, Meeting Minutes, and Procedures.

FedEx
2 years 6 months

Project/Program Management Office Analyst
July 2020 - November 2021 (1 year 5 months)
Brussels, Brussels Region, Belgium

• Scope: Group ICT, both application related project/tasks & Infrastructure projects.

• Support Project & Program Managers in generating a rolling planning for several projects.

• Support Analysts; Engineers and Architects in planning their project related tasks.

• Ensure availability of all information needed for the project steering committee.

• Consolidate all risks, issues & mitigations.

• Report on progress & status to the Project Managers.

• Supporting the Program/Project Managers in determining, monitoring, and managing workforce.

• Assessing risks with Program/Project Managers from the change, including the tracking of thematic issues, early identification, and management of RAIDs.
• Supporting the Program/Project Managers in in tracking outcomes, ensuring that planned outputs deliver the agreed outcomes and that the outcomes remain relevant.
• Acting in partnership with Project/Program Manager, using their experience and insight to help challenge efficiency; to maintain a focus on delivering outcomes.
• Driving best practice delivery in line with the relevant Policies and Standards through coaching and educating delivery teams on what good looks like.
• Supporting an environment of effective delivery by challenging behaviors; identifying development needs in the team; ensuring the right tools, templates and guidance are used.

Data Center Engineer
June 2019 - June 2020 (1 year 1 month)
Brussels, Brussels Region, Belgium

• Perform end execute installation, change, and closure projects on the DC floor.
• Responsible for on time and qualitative delivery of racks, connectivity, patches, racking and staging servers, firewalls, network equipment etc.
• Accountable for allocation of resources within the DC such as allocation of floor/rack space, power points whilst ensuring balance across the phases as well as not exceeding agreed thresholds and allocation of network connections.
• Asset Management (Control the Configuration Management Data Base from DC perspective)
• Assist Network, SSA and Infosec teams to complete projects and tickets.
• Manage build materials (i.e. cables, server cabinets, cable ties, etc.)
• Provide escort of on and offsite personnel to DC.
• Manage workload in ticketing systems.
o Dispose of project material.
o Adhere to existing DC installation best practices.
• Draft and manage a capacity management floorplan.
• Inspection of equipment coming into the DCs.
• Final inspection after completing installation.
• Management Data Base (CMDB)

Amazon Web Services

Data Center Operations Engineer
May 2018 - May 2019 (1 year 1 month)
Paris, Île-de-France, France

• Daily work with various teams in entire company as well as with local vendors

• Creating documentation: work, incidents, problems and for new issues

• Working on major incidents with global impact

• Hardware / Electrical / Network troubleshooting and replacement

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Education

AGH University of Science and Technology
Information Technology · (October 2014 - October 2016)

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