

Patrick GOOSSENS

Address:

PGMC bvba
Boterstraat 16
3080 Tervuren (Belgium)

Telephone:

+ 32 (0)2 767.74.38

Mobile:

+ 32 (0)473 72.28.25

e-mail:

patrick.goossens@pgmc.be

Website:

www.pgmc.be

LinkedIn:

<https://be.linkedin.com/in/pgoossens>

Birth date:

5 November 1966

Place of birth:

Leuven, Belgium

Marital status:

Married, father of 2 children

AMBITION

Through more than 25 years of Project, Program and Change management, I have experienced that my strengths and interests lie in connecting people, standardizing and structuring processes, and finding solutions allowing all concerned parties to realize their goals, vision and strategy.

Using best practices and industry standards (Prince2, ITIL...), common sense, very good communication and interpersonal skills, a pragmatic and analytical, problem-solving mindset, have allowed me to systematically help business partners in finding and implementing the best solution for their current and future challenges.

PROFILE

- ✓ Enthusiastic, dynamic, motivated
- ✓ Thinking out of the box, creative, innovative
- ✓ 'DO'-mentality
- ✓ Result driven
- ✓ Customer & Quality oriented (Customer Satisfaction)
- ✓ Excellent communication skills

EDUCATION

Post-Graduation Graduation Humanities

Business Administration ('95 – '96)	EHSAL, Brussels
Electronics ('85 - '88):	NARAFI, Brussels
Industrial Electronics ('83 - '85):	V.T.S., Leuven
Economics ('79 - '83):	H. Hart College, Tervuren

EXTRA EDUCATIONAL

Sales Management ('98 – '99)	EHSAL, Brussels
Training certificates:	
- Management & Leadership	
- Strategic Selling	
- Value Selling	
- Presentation skills	
- PRINCE 2 Foundations	
- ITIL v3 Foundations	

LINGUISTIC SKILLS

Dutch:	Native tongue
French:	Excellent
English:	Very good

A pessimist sees the difficulty in every opportunity;
an optimist sees the opportunity in every difficulty. (Sir Winston Churchill)

PGMC

Management consultancy company owned and managed by myself
www.pgmc.be

GETRONICS

Focused on creating value for IT Workspace Management Services, Applications & Software Development Services

HEWLETT PACKARD

Provides products, technologies, software, solutions and services to consumers.

ECONOCOM Services

ICT infrastructure service provider (Distribution, Leasing, Services & Telecom)

COMPUTERIJ GROEP

Composed of Maxcom, Manudax and IMD Technical Services is the BeNeLux division of the stock exchange quoted Hagemijer Group, in charge of the local ICT activities.

KANNEGIETER

Distributor in data communication-hardware.

KAISER

CIFAC

WORK EXPERIENCE

TEIN TECHNOLOGY: Program Manager (From September '24 till September '25)

- Introduce new Governance structure
- Operations: Project and service management
- Relationship & Contract Management

MANUCHAR: Senior Project/Change Manager (From February '22 till July '24)

- Setup New Global Website (70 countries)
- Migration ERP - Dynamics 365
- Setup Anaplan – Financial Planning Tool
- Setup New Legal Entities
- Together with the CISO we translate the NIS2 directives into local business requirements. We developed an implementation roadmap and budget, which were successfully approved by the executive board.

PROXIMUS: Senior Project/Change Manager (From October '19 till February '22)

- MWingz: The ICT transition & integration of Joint Venture between Orange Belgium & Proximus
- Digitalization: Full automated ordering & provisioning of Marketing Numbers.

TELENET: Program Manager (From April '17 till October '19)

- Juliet: The full ICT integration of the NEXTEL acquisition
- Quantum: Defining the future IT operating model, driven by new technologies, future of IT, future of ways of working and future vendor sourcing strategies.
- Various digitalization projects

PROXIMUS: Senior Project Manager & Continuous Improvement (From May '13 till April '17)

As a Senior Project Manager, I introduced the best practices of Project Management into the Very High Rate department to structure, standardize and automate the follow-up and to create an efficient communication channel. As a Continuous Improvement Manager, I initiated and managed a project to redesign and implement the process and to merge all the High-Speed Backhauling departments into a new center of excellence.

Program Manager (From December '08 till March '13)

As a Program manager in the Managed Service department, I was responsible for:

- P&L
- Relationship Management
- Contract Management
- Supporting and supervising the project managers (3) and service managers (5)

Advising the management board on optimizing and/or transforming the local Getronics MS organization.

Initiator and member of the Innovation board

Initiator and member of the Project management board

Client Manager (From April '04 till December '08)

As a Client manager in the Outsourcing Services Department, I was responsible for:

- P&L
- Relationship Management
- Contract Management
- People Management (80 employees)
- Operations: Project and service management (Roll-out, Helpdesk & Infrastructure)

Start-Up Manager (From May '01 till April '04)

As Start-Up manager I was in charge of a profit unit. I was responsible for selling helpdesk and IT solutions (Service Level Agreement) within medium and large accounts in all activity sectors. I was responsible within my unit for:

- P&L
- Commercial development
- People management (30 employees)
- Operations: Project and service management (Roll-out, Helpdesk & Infrastructure)

IMD Technical Services - General Manager (From March '00 till May '01)

Reorganization of the existing structure. Responsible for:

- Financial results
- Start-up of a commercial structure
- People management (35 employees)
- Day to day management

Member of management-team and reporting to the board

Case Study: Management Buy Out

MAXCOM / MANUDAX - Sales Manager (From August '99 till March '00)

Reorganization of an existing structure. Responsible for:

- Financial results
- Boost sales
- People management (10 employees)
- Integration of MAXCOM as a business unit in MANUDAX.

Sales Manager (From December '95 till August '99)

Start-up of the Belgian subsidiary. Responsible for:

- Financial results
- Commercial development
- People management (5 employees)
- Day to day management

Technical Manager (From January '92 till December '95)

Research & Development Engineer (From July '88 till January '92)