

## **Curriculum Vitae**

### **Personal Information**

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### **Summary**

My passion for ICT started 30 years ago, the last 20 years “connecting people and business” using Communication Enabled Business Processes (CEBP) and Unified Communications (UC).

In my current role focus on Skype for Business and Microsoft Teams, with activities and responsibilities across plan, deliver and operate.

I had the privilege working for companies with common focus on providing managed services to enterprise business. Since 1995 dedicated to international customers, global UC vendors and integrators. I acquired in-depth knowledge and experience on a broad range of technologies: hardware and infrastructure, operating systems, networking, application development, business process integration, legacy telephony, Unified Communications, Cloud and Intelligent Communications.

### **Experience**

2018 – Present	<u>Senior Technical Architect --- NTT Ltd.</u> <a href="http://www.global.ntt">www.global.ntt</a> - <a href="https://www.ntt.co.jp/index_e.html">https://www.ntt.co.jp/index_e.html</a> Diegem (BE) --- Tokyo Stock Exchange (Code : 9432)
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Deep-dive on Skype for Business, Teams, Office365.

Senior Technical Architect in Consulting Services division, primary focus on UCCaaS for the Federal Government (G-Cloud).

*The platform provides hybrid Skype for Business and Teams in a resource forest model. On-premises part consists of 8 high-available Enterprise Edition pools with pool pairing across two datacenters, providing capacity of +150.000 users. Online and on-premises Enterprise Voice*

*workload is terminated on redundant AudioCodes infrastructure and supports application integration with contact centers such as Luware and Genesys.*

Communication Enabled Business Process (CEBP)

*PowerShell, Graph API, Skype for Business and Teams Developer Platform, Graph Cloud Communications APIs, Power Platform, Azure Cognitive Services...*

2015 – 2018	<u>Technical Design Authority --- GTT</u> <a href="http://www.gtt.net">www.gtt.net</a> Zaventem (BE) --- NYSE: GTT
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Global Unified Communications as a Service powered by Skype for Business Server.

Technical Design Authority (TDA) and Customer Service Design Authority (CSDA) – responsible for design, build and operate - for the largest global UC customer of our company. Providing 24/7 services from 7 datacenters connecting over 200 branch sites on five continents.

*The service is built upon Skype for Business Server 2015, Office365, native Enterprise Voice with legacy IP-PBX coexistence, native Video with legacy video integration, SBC/SBA, ISDN and SIP trunking, PSTN dial-in, native Call and Contact Centers and attendant, Least Cost Routing, Location Based Routing... Managed VDC, security and network (MPLS, DWS, SD-WAN...).*

2010 – 2015	<u>Principal Consultant --- RealDolmen</u> <a href="http://www.realdolmen.com">www.realdolmen.com</a> Huizingen (BE) --- BSE: REA
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Increasing the productivity of enterprises using UC powered by Microsoft Lync Server 2010, 2013 and Skype for Business Server 2015 and Office365.

*Business and technology consultancy and evangelism, pre-sales and design, level 400 systems engineering and technical training, enterprise voice planning, voice and video interoperability.*

Software development and integration with third-party ecosystem products.

*Communication-Enabled Business Process (CEBP) based upon Microsoft UC&C stack and third-party eco-system. Consultancy services and prototyping on Skype Development Platform.*

*Installed base NEC - application integration needs healthcare, custom development, alarm servers, presales, migration strategies and coexistence to UC...*

2006 – 2010

Senior Consultant --- NEC Corporation

[www.nec-unified.com](http://www.nec-unified.com) - [www.nec.com](http://www.nec.com)

EMEA HQ Hilversum (NL) and Cambridge (UK) --- JPX: 6701.T

Global responsibility for the Messenger@Net portfolio. I designed and developed this 20M line code solution to enable communications-enabled business processes and monitoring, alerting, enabling artificial intelligence-based healing. Installed base in Health Care, hospitality and industries. Commercialised globally through Philips, NEC, Nortel and AVAYA.

*P&L responsibility, software development and architecture, consultancy and integration services, business development, product and project management EMEA and APAC...*

Advisor on roadmap and product development of infrastructure: IP PBX, DECT and IP DECT, VoWLAN, firmware and application program interfaces.

Operating from the division in Cambridge (UK) also involved in pan-EMEA integrations and projects on Microsoft UC&C (OCS), and taking up role of key knowledge specialist during projects across NEC group.

*Microsoft LCS 2005, OCS 2007 and OCS 2007 R2 interoperability, coexistence and application integration.*

1989 – 2006

Technical Manager -- International Business Systems ~ Iptor Managed Services

[www.ibs.net](http://www.ibs.net) - [www.iptor.be](http://www.iptor.be)

Sint-Martens-Latem and Zaventem (BE)

Started in 1989 as responsible for Systems Engineering activities on IBM midrange, actively contributed to building up installed base of +700 enterprise customers.

*Systems Engineering, Data Communications, Work Management, Performance Management, Security, Availability and Disaster Recovery  
Technical Development and System API programming*

Started Technical Development department, handling customer's multi-platform system integration in a mixed environment: AS/400, Windows, communications/telephony, SCADA, internet...

*Automating order intake from pharmaceutical shops, real-time stock reservation, JIT-delivery and manual/automated picking process and conveyer steering  
Sockets4U2 - Multi-platform business process integration based upon TCP sockets – integrating processes running on any system or operating system  
More projects on <https://blog.missiaen.com>*

From 1996 onwards Technical Manager.

*Team lead and P&L responsibility for technical development, starting new activities (CTI, EAI, B2B, EDI, xRM...) and services (disaster recovery, monitoring, hosting...).*

*Designed and developed value-added solutions for Philips Business Communications:  
Messenger@Net, Management@Net LE, Phone@Net...*

*Explored Cisco Unified Communication Manager, Microsoft UC&C, Spectralink and developed  
application frameworks to integrate these platforms.*

### **Formation and skills**

1976 - 1982	Sint-Lodewijkscollege Brugge – Latijn Wiskunde – Latijn Wetenschappen
1982 - 1984	KU Leuven Campus Kortrijk – Faculteit Geneeskunde
1984 - 1988	Rijks Universiteit Gent – Faculteit Farmaceutische Wetenschappen
1988 - 1989	IBM Belgium – IT Management - Midrange Computing
1985 - Present	Extensive ongoing self-study aligned with emerging ICT technology

### **Languages**

Dutch: +++++                      English: +++++                      French: ++