

de Borchgrave d'Altena Joël



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Sex Male | **Birthdate** January 29, 1969 | **Nationality** Belgian
Driver License B

PROFESSIONAL EXPERIENCE

2009 - 2015

Agroindustrias JRBA S.R.L (Peru)

Administrator

- Strategy decision maker
- Production Manager
- HR and Salary Manager
- Responsible Purchase/Sales

1998 - 2008

Sitel Belgium and France

ICT Director - France / Morocco (2007 - 2008)

- Direct reporting to ICT Director Europe
- Budget management of the ICT department
- Management of Developers Team
- Management of Telephony Team
- Management of Infrastructure Team
- Management of Service Desk Teams across sites/countries
- Management of overall procurement and purchasing of ICT equipment
- Management of the maintenance of all ICT equipment
- Responsible for +- 3000 workstations and +- 100 servers across sites
- Implementation of security strategies (worldwide strategies)
- Responsible for CRM tools (Siebel, Altitude, etc.) functionality and improvements according operational needs
- Subcontractors management
- Delivery if ICT SLA's to internal and external clients
- SPOC for other departments and services (internal or external)
- Coordination with PMO and Operations for all new and current ICT projects
- Coordination with other directors for new business strategies and guidelines

Service Desk Manager - France / Morocco (2005 - 2007)

- Direct reporting to ICT Director - France / Morocco
- Management of the Service Desk Teams across sites/countries
- Management of the Service Desk phone support 24/24
- Planning Service Desk schedules and On-Duty shifts
- Responsible for backup strategy and storage
- Coordination with the Developers Team
- Coordination with the Telephony Team
- Coordination with the Infrastructure Team
- Coordination with Training department for deployment of new applications
- Ensuring support for +- 3000 workstations and +- 100 servers across sites/countries
- Deployment of all new applications and updates
- Support for all end-users for all ICT related issues
- Supervision of the moves of ICT equipment across sites or into new locations
- Coordination with Facilities department for all moves of ICT equipment

Service Desk Manager - France (2003 - 2005)

Service Desk Manager - Belgium / Central Europe (2001 - 2003)

Service Desk Professional (2000 - 2001)

Nokia Service Professional (1998 - 2000)

1993 - 1998 **PCB (Pharmacie Centrale de Belgique)**
Technical responsible for Automated Distribution Devices

EDUCATION AND TRAINING

2011	CIDET Huacho (Peru) Digital Advertising Design
2010	Universidad de Ica (Peru) Specialization in Business Administration
2009	Universidad de Ica (Peru) Specialization in Human Resources Strategy
2007	Computer Associates ITIL - Foundation Certificate in IT Service management
1994	KNAPP Gmbh Maintenance and configuration of automated distribution equipment
1993 - 1995	IST Brussels Studies in Automation - Regulation
1991 - 1993	UCL Belgium Studies in Agronomical Sciences
1990 - 1991	Institut Fontenelle Specialization in Mathematics and Physics
Before 1990	Belgium - Peru - Costa Rica - United States Primary and Secondary schools

PERSONAL SKILLS AND COMPETENCES

Mother tongue French

Other languages

UNDERSTANDING		SPEAKING		WRITING
Listen	Read	Conversa- tion	Fluent	
English	C2	C2	C2	C2
Spanish	C1	C1	C1	C1
Dutch	A1	A1	A1	A1

Levels: A1/A2: basic user - B1/B2: medium user - C1/C2: experimented user

SOCIAL SKILLS AND COMPETENCES	<ul style="list-style-type: none"> • Team player and good communicator, always searching consensus • Good ability to work in a multi-cultural environment (experience working in multicultural organizations, trips abroad, living abroad, etc.) • Social activities: time spent in family with wife and son, many travels; close or abroad, interested in art and graphical design and try to spend some time with my friends and acquaintances.
ORGANIZATIONAL SKILLS AND COMPETENCES	<p>The nature and diversity of responsibilities covered by the ICT department require very good analytical, organizational, problem solving and decision making skills.</p> <p>My experience in the ICT field for more than 10 years as well as administrating a company in Peru have enabled me to considerably improve my communication, managerial and project management skills.</p>
TECHNICAL SKILLS AND COMPETENCES	<p>From my working experience I have considerably developed my knowledge and skills in the ICT environment and managerial skills.</p> <p>As I have worked for many years in a multi-national call center with major brands as clients (such as Microsoft, HP and AIG among others), I am used to high end technology, finding the best solutions for the clients needs and exposing them to the clients (internal or external).</p>
PERSONAL SKILLS AND COMPETENCES	<p>The multi-cultural environment has enabled me to improve my communication skills not only for language reasons but also for cultural reasons and allowed me to adapt specific solutions depending the cultural zone of the project.</p> <p>Working in coordination with all other departments in a company such as HR, Facilities and Operations has allowed me to also improve my communication skills enabling to express ICT needs and solutions to a more simple language understood by anyone.</p> <p>My multiple functions in the company have allowed me to know and understand all the different areas in ICT such as Service Desk, Telephony, Network, Systems, Databases, Software development, etc.</p>
ARTISTIC SKILLS AND COMPETENCES	<p>I am a fanatic of photography, hobby I maintain as much as possible but also of graphical design, which has led me to study Advertising Design, mastering the ADOBE products such as Photoshop, Indesign, Illustrator and Dreamweaver.</p>
OTHER SKILLS AND COMPETENCES	<p>From my working experience I have demonstrated that I am professional, dependable, multi-tasking, flexible and stress resistant.</p>