

ERIC DELAUW

OBJECTIF My aim is to accompany you in the new trajectory of discovering the real customer value delivery and the most adapted Agile way that fits your company.

- KEY SKILLS**
- Agile Team Coaching
 - Agile Enterprise Coaching
 - Agile Facilitation
 - Observation
 - Emotional Intelligence
 - Situational Awareness

WORK EXPERIENCE

AGILE COACH – IT DEPARTMENT – E-DEV – TELENET

Mechelen –01/2017 until TODAY

Started and steered 2 agile proof of concepts in within Telenet IT B2B and B2C development department resulting in a start of the overall IT Agile transition phase. (Less & DevOps set up)

Major Tasks completed:

- ✓ Spreading the Agile awareness and mind set in the company (management 3.0 approach – emotions at work).
- ✓ Introduce and show the real benefit of the agile facilitation for meetings on all levels (focus – creativity – results oriented).
- ✓ Introduce graphical facilitation and show the benefit of visualisation.
- ✓ Involve stakeholders and surrounding departments on a phased and smooth way.
- ✓ Obtain a situational awareness that allows to find the perfect balance between agile theory and a realistic way of adapting it to the company's current set up.
- ✓ Impact the existing water fall culture gradually – change mentalities (introduce plan-do-check-act approach).
- ✓ Creation of Scrum and DevOps teams, (Poc teams and phase 2 on dept. level - Squads)
- ✓ Set up and accurate follow up of scrum ceremonies.
- ✓ Coaching scrum masters and product owners. (Team dynamics – stakeholder management – focus on value and priorities - continuous improvement – people mind set management...).
- ✓ Coaching management sponsoring the transition (introduce and steer the Why – how – what way of thinking).
- ✓ Creation of Agile (Scrum – Less – DevOps) awareness sessions according to the audience.
- ✓ Creation of on demand workshops (Dev team setup – Scrum master – Prioritisation – Value Creation – Decision process – Responsibility process)
- ✓ Promoting the Agile Values and successes achieved to enforce the feeling of real customer centric Value delivery.
- ✓ Transforming the 'resistance to change " wave in a more open " ready to try and evaluate " mind set (Lean Coffee sessions – success sharing...).
- ✓ Creation and follow up of Tribes – Squads – Chapters.

WORK EXPERIENCE

- ✓ Start and enforce the community aspect (common goals, horizontal input – community of practices).
- ✓ Introduce and coach scrum masters for serious gaming.
- ✓ Have a constant alignment with the transition governance level in order to ensure a perfect balance between expectations and real time activities and improvement possibilities.
- ✓ Challenge constantly the way of approaching “ continuous improvement ” to enforce the view on value creation.

Courses:

- Management 3.0
- Serious gaming Master Class – Yellow belt facilitation architect
- Graphical Facilitation Master class
- The Responsibility process
- DevOps framework and practices

SCRUM MASTER – ASSURANCE VALUE CENTER – IT DEPARTMENT – BASE COMPANY

Brussels – 06/2015 until 01/2017

Steering 3 dev. teams consisting of on and off-shore members during the IT agile LeSS transition phase. Adapt way of working to the agile values and manifesto. Accompany all actors in the customer value end to end chain impacted by the agile transition and continuous improvement concept.

Major Tasks completed:

- ✓ Scrum ceremonies
- ✓ Dev team steering
- ✓ Confluence Jira implementation
- ✓ Introducing of Agile estimation techniques and tools
- ✓ Introducing of Agile prioritization techniques and tools
- ✓ Involve stakeholders on a smooth way
- ✓ Detect and correct processes not in line with agile approach
- ✓ Start the community of practices concept
- ✓ Introduce Agile facilitation and tools to focus on Value delivery
- ✓ Support the product owner to focus on value delivery and blocking the unwanted business requests still based on water fall way of thinking/doing.
- ✓ Change mind set to enforce the continuous improvement concept

Courses:

- Scrum Master – scrum.Org
- Large Scaled Scrum – Co-Learning

SENIOR PROJECT MANAGER – WHOLESALE DEPARTMENT – BASE COMPANY

Brussels – 08/2012 until 1/2014

In this role I'm actually managing complex projects involving several vendors and internal departments on a heavy manner. Cost control, risk mitigation, and coordination in challenging circumstances is part of my daily way of working. I'm still acting as product management contact point for Aldi Mobile and TomTom for who I launched different business impacting projects. Due to my experience I'm able to pre-empt problems on a quick manner, acting accordingly and switch very rapidly from helicopter to detailed view on issues and particular situations.

Projects:

- Web self-care Aldi Mobile MEDION + phase 2
- Payment & self-care apps Aldi Mobile MEDION

WORK EXPERIENCE

- Direct Operator Billing
- United Database migration

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OPERATIONS MANAGER – WHOLESALE DEPARTMENT – BASE COMPANY

Brussels – 08/2010 until 07/2011

Due to my strong experience in people and operational management I was assigned by the head of wholesale to the role of Operations Manager to cover the business critical consolidation of provisioning project period including the migrations of IT systems and MVNO databases. A full reorganisation of the team including 5 members and the creation of new efficient operational processes and improvement of existing ones was part of my key accountability results that were fully reached.

Frequent operational management meetings with all MVNO's and follow up on customer impacting problems including MVNO management escalations were part of my objectives.

Creating a new efficient cooperation on support level involving external main ICT vendors/providers and internal second line ICT departments is a challenge that I could win. During that period I managed the main TomTom MVNO and dedicated service implementation as a project (manager).

PROJECT MANAGER – WHOLESALE DEPARTMENT – BASE COMPANY

Brussels – 05/2010 until 08/2010

In charge of managing different medium/complex projects initiated by the wholesale department and on request of MVNO partners. This includes the creation of new services and related processes with daily contacts with external vendors and MVNO partners.

Projects:

- TomTom HD Live traffic implementation
- Ortel bundles and data services
- Internal system/application changes aiming to improve the operational excellence

SERVICES & NETWORK & DATA SUPPORT TEAM LEADER – BACK OFFICE – BASE COMPANY

Brussels – 04/2004 until 05/2010

This function is part of Customer Relation Management, the back office deals with first line support towards customers, dealers and shops; second line support towards Call Centre and BASE shops. The Services & Network – data support team is in charge of all networks, services related issue including all voice and data services that Base is supporting.

As team leader I am in charge of the lead, motivation and coaching a team of 9 agents. End responsible for the processes managed by my business towards the external as well as internal customers, run the day-to-day business and report on operational management level, identify and deliver appropriate solutions to improve customer satisfaction and solve operational issues on a accurate, quick and professional manner. This includes the creation and adaptation of work instructions and procedures between the related customer and technology departments in order increase the escalation quality and provide adequate SLA agreements.

COURSES

2017

- Serious gaming mastery
- Management 3.0
- DevOps
- Graphical facilitation master class
- Responsibility process

2016

- Scrum Master
- Large Scaled Scrum

LANGUAGES Tri-lingual: NL – ENG - FR

ACADEMIC QUALIFICATIONS

Completion of my secondary school certificate, I studied tourism at the Institute Funck - 1000 Brussels- where I finished my superior degree.

PERSONAL INTRESTS

- Serious Gaming
- Member of different Agile communities
- Mountain Biking
- DJ
- Trekking