



Etienne JOOS
 +32 478 22 98 67
 etienne@joosdtb.be



IT Manager with strong focus on Operations, Projects & People

VALUES

- Team player
- Honesty
- Pragmatism

CAREER SUMMARY

- | | |
|---|------------------|
| STIB/MIVB | 2016- |
| • IS Sales Solutions Backoffice Manager | |
| MULTIPHARMA | 1999-2015 |
| • CIO | |
| DELHAIZE BELGIUM | 1985-1999 |
| • IT Manager Developments & Operations | |
| • Project leader | |
| • Developer | |

30 YEARS OF IT EXPERIENCE

SECTORS

- Retail : Grocery & Health care
- Public Transportation

BUSINESS AREAS

- Sales (Wholesale & Retail), Supply Chain, Finance, Human Resources, Production, Loyalty & Payment cards, ...

MANAGEMENT SKILLS

- | | |
|---------------|---|
| PEOPLE | leadership, coaching, assessment, empathy
<i>Team of 50 experts (internal, external, outsourcing)</i> |
| IT | strategy, project portfolio, problem solving, simplicity
<i>Infrastructure / Operations / Solution Delivery / Business Process Improvement</i> |
| BUDGET | forecasting, capacity planning
<i>5 Million Eur</i> |
| RISKS | continuous improvement, solution oriented, business continuity
<i>300 points of sale, 24/7 service</i> |

EDUCATION

ICHEC BRUSSELS MANAGEMENT SCHOOL

- Economics (IT orientation) (1984)

OTHERS

- Agile (2016)
- People Performance (2015)
- Prince II (2012)

HOBBIES

- Do it yourself (woodworking & metalworking)
- Cycling
- Gardening
- Electronics & IT (Raspberry pi)

LANGUAGES

- | | |
|----------------|---------------------------|
| French | Native |
| Dutch | Full Business Proficiency |
| English | Full Business Proficiency |

PERSONAL

- Belgian citizen
- Married
- 4 children
- April 29th 1960