



Etienne JOOS
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IT Manager **with strong focus on Operations, Projects & People**

VALUES

- **Team player**
- **Honesty**
- **Pragmatism**

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, ...

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

MANAGEMENT SKILLS

PEOPLE

leadership, coaching, assessment, empathy
Team of 50 experts (internal, external, outsourcing)

IT

strategy, project portfolio, problem solving, simplicity
Infrastructure / Operations / Solution Delivery / Business Process Improvement

BUDGET

forecasting, capacity planning
5 Million Eur

RISKS

continuous improvement, solution oriented, business continuity
300 points of sale, 24/7 service

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