

Personal profile

I'm a positive minded person, I see problems as a challenge, and embrace the extra mile to resolve these. I'm self-motivated and eager to learn new things. I'm creative, communicate easily and function well within a team.

In general, I have a broad knowledge of programming and scripting languages. I strongly believe in test-driven development, I feel long-term code quality can only be achieved through solid design, unit tests, system tests and proper documentation.

Skills

Development

- **Languages**
 - **C++** very strong
 - **PHP** very strong
 - **Java, Perl** limited knowledge
 - **Others:** , Bash, Unit testing, System testing, HTML, CSS, JavaScript, DoxyGen
- **Techniques**
 - Encryption (openssl)
 - Unicode and i18n
 - Unittesting/Systemtesting
 - Continuous integration (check in-build-test)
 - Agile development and scrum

Operating Systems

- **Linux Debian, SuSe** very strong, others medium
- **Windows 2000,2003,XP** strong, others medium
- **Others:** AIX, Solaris, Mac OS X limited

Applications

- **Symantec Netbackup PureDisk** expert
- **Symantec Netbackup** strong
- **Storage foundations Veritas cluster server** strong
- **Storage foundations Veritas volume manager** medium
- **Others:** Xen, XFS, VXFS, PostgreSQL, OpenLDAP

Recent projects

- Integration of cryptographic technology
- Implementation of continuous integration system
- Software refactoring for Unicode compliance
- Software refactoring for unit testing
- Implementation of synchronization system in distributed computing environment
- Around the globe tuition program for Netbackup Puredisk

Experience

Please review the appendix for detailed job descriptions

- Software engineer at Symantec (2008 – 2010)
- Customer focus team engineer at Symantec (2006 – 2008)
- Senior support engineer at Symantec (2005 – 2006)
- Server support agent at Hewlett-Packard (2004-2005)
- Helpdesk support agent at Hewlett-Packard (2003-2004)

Languages

Dutch: My mother tongue

English: Very fluently, both spoken and written.

French: Very fluently, both spoken and written.

German: Moderately spoken and written.

Spanish: Basic, only spoken

Trainings/courses

- HP Proliant server hardware training (1-5 March 2004)
- HP Netserver hardware training(15-17 March 2004)
- Backup device training (8-12 March 2004)
- HP Proliant Blade class server hardware and Remote Deployment training(13-17 September 2004)
- Storage area Network training(4-8 October 2004)

Education

Bachelor's degree in hotel management

School: KHBO (Katholieke hogeschool Brugge-Oostende)

Date: 1999 - 2002

Location: Brugge, Belgium

College degree in Hospitality

School: Hotelschool Ter Duinen

Date: 1996 - 1999

Location: Koksijde, Belgium

Other interests

Modern art, Contemporary music, Photography, Poetry, Water sports, such as land yachting and kite surfing .

Contact Details

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Appendix: Detailed job descriptions of previous experience

Symantec-Veritas-Datacenter technologies

Datacenter technologies was a Belgian software company acquired by Veritas weeks after I joined the company. A few months later, Veritas merged with Symantec.

Date: February 2008 – July 2010

Location: Lochristi – Ghent - Belgium

Function: Software engineer

Systems used: Linux: Suse. Programming: C++ and others

Type: permanent

As a software engineer I took responsibility of 2 core components of the PureDisk product. Tasks involve adding functionality, but also improving stability by increasing the number of tests (both unittests and systemtests), gradually replacing untestable or ambiguous code by code that is clear, tested and documented. I also worked on improving the in-house buildsystem (both on windows and linux) and created and maintained a packaging and installation tool for product patches.

Date: June 2006 – February 2008

Location: Lochristi – Ghent - Belgium

Function: Customer focus team engineer

Systems used: Linux: Suse. Programming: Bash, PHP and C++

Type: permanent

The role of Customer Focus Team (CFT) engineer is a last line of defence type support role. Our team of two had 3 main lines of responsibility:

Training: At each release, We visited the support centres to provide training for the more advanced lines of support. We wrote the training sessions and a support handbook for the product.

Firefighting: In critical support cases, we went to customers to troubleshoot problems onsite.

Programming: we debugged software and wrote patches, managed maintenance packs and performed supporting engineering at most layers of the product.

Apart from that I also wrote and maintained a testing framework to simulate high load on the product over longer periods of time. In this position, I developed strong debugging skills and a good knowledge of different programming and

scripting languages. I also learned to understand the value of good user interaction and logging

Date: March 2005 – June 2006

Location: Lochristi – Ghent - Belgium

Function: Senior support engineer

Systems used: Linux: Suse, RedHat, Gentoo, Debian

Type: permanent

As a support engineer for Symantec's Netbackup division, I assisted the launch of a new Netbackup product. My role in this position was to test the product for stability, prepare documentation and training for the callcenters who took on support for this product. I also provided support to the pre-merger Datacenter technologies customers on the DC-Protect backup solutions. These products were content addressed disk-to-disk backup systems running on diverse linux platforms. Not only has this position provided me with a strong and broad knowledge of the linux operating system, it has also taught me the day-to-day use of SQL (postgres and mysql), bash scripting, PHP and many other open source-related techniques.

Hewlett-Packard

Date: March 2004 – March 2005

Location: Clonskeagh, Dublin, Ireland

Function: Enterprise server support agent

Systems used: Linux (redhat/suse), Windows 2000/2003, HP systems insight manager

Type: permanent

As a server support agent I solved technical problems with HP enterprise hardware (HP Netservers, HP Proliant servers, Backup devices,...) over the phone. Performing this job I've gained more in-depth knowledge of server hardware, and the hardware standards (such as PCI,SCSI,IDE). I've also needed to use and improve my OS knowledge on a daily basis. In many cases troubleshooting requires going through logfiles, analyzing the boot sequence, checking (driver) modules and kernel configuration.

Date: November 2003 – March 2004

Location: Clonskeagh, Dublin, Ireland

Function: Helpdesk support agent

Systems used: Windows 2000, Active directory, Office,

Type: permanent

As a helpdesk support agent I provided technical support for end users on the windows platform.

Network Administrator

Since 2003 I've been the network administrator of my parents' company (small family business). This involves managing users, backups, mail, firewall security, other network services and end-user support.

Non-IT Experience

Sheraton cypress creek

Date: January 2003 – June 2003

Location: Fort Lauderdale, FL, USA

Function: Front desk agent, Service Promise helpdesk agent, Night Audit Manager

Type: intern

Novotel Southampton

Date: February-June, September-December 2003

Location: Southampton UK

Function: Front desk agent

Type: intern

ZC De krab

Since 1997, I am part of the management team of a local land yacht club. The management team consists of 4-7 people. As a team we promoted the sport in Belgium and encouraged young people to learn it. We organized several events such as large international regattas, barbecues and parties. We are also proud of being the first land yacht club ever having organised an international regatta for youth only.

This was (and still is) a fun thing to do, but also a very good way of learning basic management skills, dealing with people, dealing with colleagues, with money, and selling a product.