



## Curriculum Vitae

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As a seasoned professional with a rich and varied background in international customer service/project management I am more than qualified to make an immediate and positive contribution to your company's operations.

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## Professional Summary

I started my career in a software house called Mips. In a period of less than 15 years I moved from an inexperienced helpdesk employer into an experienced international customer service manager. I continued my career as a self-employed technical director, combining project- and customer relation management, at Care4Health. Through these years of experience in a complex B to B environment I have become a real customer oriented problem solver.

## Skills

### Project Skills

Requirements Analysis  
ROI Analysis  
Costing & Budgeting  
Project Scheduling & control  
Cross-Functional Supervision  
Team Building & Mentoring

Registered Prince2® Foundation certif.  
Registered Prince2® practitioner certif.  
Certified Scrum Master

### Customer Service Skills

Business & IT Planning  
Vendor Management  
SLA monitoring / management  
Client Relations & Presentations  
Excellent Communication Skills  
Customer Oriented Problem Solver

ITIL Certified  
Lean Thinking Certified

### Soft Skills

Strong Work Ethic  
Positive Attitude (Can Do Approach)  
Excellent Communication Skills  
Team Player  
Flexibil/Adaptive

Dutch (Native)  
English (Full professional proficiency)  
French (Professional working proficiency)  
German (Limited working proficiency)

## Work Experience

### Managing Partner (Care4Health)

2008 - present

Care4Health is a company established in 2008. The company's mission is to deliver software solutions to the healthcare market. In this role I am responsible for the overall customer service approach and the delivery management of healthcare software solutions.

During the role-out I play an important role in advising hospitals with change management and setting up business process improvement projects as well as managing these projects.

### Customer Service Manager (MIPS)

2006 - 2008

Mips is part of the Clinisys group. The CliniSys Group has been successfully developing and deploying laboratory IT systems for over 20 years.

In this role I was responsible for the resource - and program management in Belgium, Luxemburg and Spain and had to report directly to the CEO. The most important achievements were delivering the numbers, the successful market broadening to Switzerland and setting up a new project organization in Spain.

## Project Manager (MIPS)

2001 - 2006

Some important achievements where :

Crisis project management Lis implementation universal hospital Liege. (project over 600 mandays, licence budget over 300.000 euro) - <http://www.chuliege.be/>

Project management Lis implementation of IRIS group (9 hospitals of the capital city Brussel – Saint Pierre, Brugman, Bordet, ...). <http://www.iris-ziekenhuizen.be/>

Project management pre-configuration concept Partezis - now Expertzis (intended and used for the implementation of a Lis in 22 hospitals).

## Project Engineer (MIPS)

1996 - 2001

As a Project Engineer I was responsible for :

- Training and day to day consultancy for the implementation and roll-out of a LIS
- Migration to a new LIS
- Integration into existing ICT architecture
- Performing software upgrades

## Support Engineer Belgium (MIPS)

1994 - 1996

First Line Helpdesk (specialized in OMR, QC and billing)

# Education

## Vlerick Buisness School : Project Management

2006

Looking for a way to stay ahead of the pack in today's competitive and chaotic global economy, companies are turning to project management to consistently deliver buisness results. The company MIPS gave the opportunity to follow the course Project Management at the renowned Vlerick Buisness School.

I learned about the different project methodologies (Prince, Pmi, Tensteps, Pmbok, ...) from scope definition over monitoring and risk management to lessons learned.

And last but not least the training also focused on the use of "soft skills"

## Syntra West : In house Project Management Course

2004

The course was designed for anyone working in a project team environment. The course has equipped us with general project management skills to help us to deal with problems that can occur. The topics covered included project initiation, risk, estimating and contracts, planning, human factors, project execution, and standard methods based on Prince2 and PMBOK

## HORITO : Bachelor in de Toegepaste informatica option Business IT

1994

This education was not focused on software development nor on network management but on analyzing business processes, choosing the right solution and application management.

Among the topics covered there was : UML, Business Process Improving, Defining requirements and Database Design

## HORITO : Technical Secundair Onderwijs, Applied ICT

1990

The course Applied ICT can be divided in two large parts : hardware and software.

In the part hardware we got an inside look in how computer systems work. We learned about the parts of a computer, how to set up a network and using different operating systems (VMS, Unix, DOS, Windows)

The second part focussed on software development. We learned step by step how to develop a software program : schematic workflow of program, designing lay-out, writing the program and testing the end result.

# Some of my representative achievements

## Implementation and roll-out of an EMR at H.-Hartziekenhuis Lier

The “H.-Hartziekenhuis Lier” is general hospital that offers a wide spectrum of medical, medical-technical and policlinic services. In 2011 almost 59 000 patients were treated.

Thanks to pragmatic approach taking into account the sensitivities of the different stakeholders this implementation and roll-out of hospital wide electronic medical record has become a real success story.

## Setting up a master-configuration for 22 hospitals

Partezis is a software integrator for care solutions in Belgium. For the replacement of their home-made Laboratory Information System they had chosen to implement and roll-out a third-party system named Glims.

As a customer service manager I was responsible for setting up a master-configuration which is used in 22 hospitals.

## Technical presales, implementation and roll-out in different market segment

MEDPACE is a Clinical Research Organization (CRO) providing clinical development services for the biopharmaceutical and medical device industries. The Medpace Bioanalytical Laboratories provide bioanalytical services in all stages of drug development – from discovery to post-marketing. They have full service central laboratories with locations in Cincinnati, Ohio; Leuven, Belgium; Beijing, China; and Mumbai, India.

As a customer service manager I was not only responsible for the technical presales but also for the implementation and roll-out in complete a different market segment.

## Reorganising , expansion and management Project organization in Mips Spain.

After assisting the CEO (technical presales) on closing an agreement with Biomerieux Spain for the distribution of an microbiology software management system, I was asked to reorganize, manage and expand the existing project team. After a first culture shock, I was able to make the local project team compliant with the Mips internal procedures.

**Please check out my website “[eddy-boonen.com](http://eddy-boonen.com)” for more projects and achievements.**