Addendum	**Eric Hameleers**

Project experience

Dates	**October 2018 – to date**
Occupation or position held	Solution Team Manager – Virtual Product Development
Main activities and responsibilities	Project Description: Managing 12 staff in the IT Solution Team "Virtual Product Development". Project contribution: * Providing generic services to the "*Engineering IT Services – Hardware*" competence center whose customer is the Electrical Engineering Department (part of Development & Engineering). * End-to-end responsible for Engineering Simulation services provided by multiple IT teams including HPC (High Performance Cluster). * Responsible for setting up an IT Innovation Lab.
Name and address of employer	ASML Netherlands
Type of business or sector	Technology systems for the semiconductor market
Dates	**December 2016 – September 2018**
Occupation or position held	Senior Linux Infrastructure Expert
Main activities and responsibilities	Project Description: Technical Application Manager for the Linux infrastructure supporting the Electrical Engineering Department (part of Development & Engineering). Working in *Competence Center Product – Electrical Engineering Infrastructure* (CCP-EEI) Project contribution: * Responsible for availability and stability of Linux based infrastructure used by a group of 600+ developers * Aligning with IT Security for defining and implementing security policies and patch guidelines * Responsible for life cycle management of virtual and physical environments * Responsible for setting up service management and support process for PC Analysis Applications * Participate as technical expert in running projects and contribute knowledge and insight to future project definitions * Provide 3rd line support
Name and address of employer	ASML Netherlands
Type of business or sector	Technology systems for the semiconductor market
Dates	**July 2013 – November 2016**
Occupation or position held	Manager global help desk
Main activities and responsibilities	Project Description: Manager Global IT Help Desk services to customer, coordinating the activities of 3 teams in Europe, US and Asia (India). Project contribution: * Responsible for collaboration and skill development of my teams as well as customer-managed teams in Asia * Responsible for continual improvement of operations efficiency * Responsibility to meet agreed Service Levels for IT Help Desk services * Guard team-internal process standards and work with the customer's process team towards joint improvements * Develop and execute training- and improvement programmes for Help Desk staff * Drive the accumulation of IT support skills into knowledge bases through co-operation with all internal and external service providers * Provide 3rd line UNIX support
Name and address of employer	IBM Netherlands

Name and address of customer	ASML
Type of business or sector	Technology systems for the semiconductor market
Dates	**May 2007 – July 2013**
Occupation or position held	Team lead 3rd line support desk
Main activities and responsibilities	Project Description: Team leader of 3rd line support desk located at customer premises. First and second line support are outsourced to IBM India. Acting as liaison to the team located in India. Responsible for Help Desk skill enhancement and service level improvement by providing on-call guidance, documentation and training. Additionally, act as local UNIX support contact for the ICT help desk. ASML has several thousands of (virtual) UNIX workstations. Project Contribution: * Take responsibility for all second-line trouble tickets and try to comply with SLA. * Provide documentation and education sessions for the Help Desk agents * Co-operate in an improvement process for ASML's documented standard change procedures * Act as focal point for escalation management and knowledge transfer between customer's service delivery organization and IBM's help desk
Name and address of employer	IBM Netherlands
Name and address of customer	ASML
Type of business or sector	Technology systems for the semiconductor market
Dates	**Nov2006 – May 2007**
Occupation or position held	Interim IT Manager
Main activities and responsibilities	Project Description: For the duration of absence of a Head of the ICT Unit within Greenpeace International, fulfil the role of acting IT Manager. Introduce a new Head of ICT to his/her new tasks once a suitable candidate has been found. Project Contribution: * Act as the liaison between the ICT Unit and the Organisation Director * Line-manage a unit of 12 people * Assume responsibility for - and initiate – a number of projects, among which: moving the server park from one co-location facility to another; prepare for an agreement about outsourcing ICT support for the ships; restructure the ICT Unit's working practices.
Name and address of employer	IBM Netherlands
Name and address of customer	Greenpeace International
Type of business or sector	Non Governmental Organisation
Dates	**Nov 2005 – Mar 2006**
Occupation or position held	Consultant for Strategy Workshop OSOSS
Main activities and responsibilities	Project Description: Consultancy on behalf of the ICTU's "OSOSS" program. Running a Strategy Workshop for the Dutch Ministry of Social Affairs and Employment. The goal was to define short/middle/long term actions for implementation of Open Source Software and Open Standards in the organization and infrastructure. Project Contribution: Co-writing presentation, writing implementation plans / planning and forecasts.
Name and address of employer	IBM Netherlands
Name and address of customer	ICTU
Type of business or sector	Governmental Institution
Dates	**Apr 2005 – Nov 2005**
Occupation or position held	Consultant for Safe Internet on the Desktop (PODVIS)

Main activities and responsibilities	Project Description: DTO is looking for a scalable replacement for the current offering for 'safe internet traffic' on the internal Defence network. The current Citrix based 'Sandbox' infrastructure for 500 users is not scalable, as this will result in to high license and hardware costs. The IBM solution should scale from 1000 to 5000 concurrent users, with a total estimated user base of 60.000. This solution should preferably be based on Open Source components. Project Contribution: My contribution to this RfP was the design of the complete infrastructure plus the software services that run in the environment: 5 Linux HA Clusters, a LVS load balancer for a Terminal Server Farm of 25 servers - based on Nomachine NX-, Linux firewall, Squid internet proxy with integrated virus scanner, LDAP user database, NFS file server, DNS, DHCP, IDS, disk-image deployment server. I also built a limited demonstration environment where the customer could test performance and stability. Appointed as technical lead, should the project continue after pilot stage.
Name and address of employer	IBM Netherlands
Name and address of customer	Defensie Telematica Organisatie (DTO)
Type of business or sector	Governmental Organisation
Dates	Jan 2004 – Jun 2004
Occupation or position held	Consultant for Linux Migration Pilot
Main activities and responsibilities	Project Description: The IT department of the city of Amsterdam (BIA) co-operated with IBM in a Linux Pilot project. Primary goal was to migrate BIA's existing Windows NT based server infrastructure to Linux, because of severe performance and availability problems. Secondary goal was to develop a Pilot program for a Linux Client Desktop offering. This Linux desktop is installed as a 'dual-boot' option beside the existing Windows desktop for a group of 20 volunteers inside the BIA department. Project Contribution: My contribution was configuring and installing the Linux Server cluster, including migration of the Windows Domain accounts to a LDAP back-end for Samba. I was also involved with the roll-out of the Linux Desktop Client.
Name and address of employer	IBM Netherlands
Name and address of customer	City of Amsterdam, BIA
Type of business or sector	Governmental Organisation
Dates	Jun 2003 – Dec 2003
Occupation or position held	SAP functional support engineer
Main activities and responsibilities	Project Description: Providing functional support for a SAP implementation at Philips Business Electronics. The team consisted of two divisions: actual SAP Functional Support, and IFH support. The IFH of Interface Handler was an IBM developed application which tied together Philips factories, IBM MQSeries and SAP servers. Project Contribution: Providing Second Level support for the Interface Handler (IFH), as part of the SAP environment.
Name and address of employer	IBM Netherlands
Name and address of customer	Philips BE
Type of business or sector	Consumer Electrics Manufacturer
Dates	**Dec 2002 – Oct 2007**
Occupation or position held	Key in ICT Migration to Linux

Main activities and responsibilities	Project Description: IBM was chosen to re-define and implement the internal ICT infrastructure, this time based on Linux and Open Source Software (OSS). The internal help desk and hardware support were to be outsourced to IBM. Project Contribution: * Architecture: designing a high-availability Linux clustered server infrastructure for the internal office. * Implementation: Building a Linux server cluster with network functionality like IMAP email store, SAMBA file/print service, LDAP authentication, Groupware. * Second Level Support: ongoing operational support and extending functionality of the Linux cluster. * Consultancy: create a global, secure authentication mechanism based on LDAP and Kerberos. * Consultancy: create new secure web-based email/calendaring solution for external (Internet) access by employees.
Name and address of employer	IBM Netherlands
Name and address of customer	Greenpeace International
Type of business or sector	Non Governmental Organisation
Dates	**Sep 2002 – Dec 2002**
Occupation or position held	Consultant for Implementing a scaleable database back-end for Rational Requisite Pro
Main activities and responsibilities	Project Description: The requirements toolkit used by the R&D department of Océ Technologies is Rational Requisite Pro. The existing implementation used a MS Access database back-end which did not scale well at all. The requirement was to come up with a back-end implementation with sufficient responsiveness over low-bandwidth network links and multiple users. Project Contribution: Based upon interviews with end users, a database back end based on Microsoft SQL Server2000 was designed and implemented for Requisite Pro, which met with all the requirements. Extensive documentation was part of the deliverables.
Name and address of employer	IBM Netherlands
Name and address of customer	OCE
Type of business or sector	Printer Manufacturer
Dates	**Nov 2001 – Jun 2002**
Occupation or position held	Software Configuration Manager
Main activities and responsibilities	Project Description: Software re-development of a "Billing Customer Support System" by reverse engineering an existing IBM product used by the customer of which source code had been lost. An IBM team of 6 developers re-developed the program without fee. Project Contribution: Software Configuration Manager (MS SourceSafe) and Systems Manager for the internal Windows2000 based infrastructure.
Name and address of employer	IBM Netherlands
Name and address of customer	Data Track
Type of business or sector	Mobile traffic tracking provider
Dates	**Jan 2001 – Jul 2002**
Occupation or position held	Systems and Software Configuration Management:

Main activities and responsibilities	Project Description: Joined effort of IBM and customer (customer managed) to develop the second generation of the controller software for high-volume printer series. This was a team of 10 IBM-ers and 30 staff from the customer's R&D department. Project Contribution: My job responsibilities were: * Systems Management: maintaining development infrastructure for the IBM-ers (Windows NT4/2000 server and workstations). * Software Configuration Management: administering software repositories in PVCS, RCS and Continuus. Keeping IBM and customer's software repositories synchronized (as these were stored in two physically separated locations). * Build Management: maintaining daily and incremental builds of the software product in development.
Name and address of employer	IBM Netherlands
Name and address of customer	OCE
Type of business or sector	Printer Manufacturer
Dates	**Aug 2000 – Dec 2000**
Occupation or position held	Consultancey for E-commerce Infrastructure Development
Main activities and responsibilities	Project Description: Design of a secure network architecture to be used for emerging e-commerce activities. IBM (2 people assigned) would manage the project and design the front end (firewalls, redirector and application server, LDAP based authentication server) while the customer assumed responsibility for web-enablement of the proprietary back-end databases. Eventually, the design of IBM's part of the project was submitted but it turned out that the customer was unable to meet with the time tables. Subsequently, IBM involvement stopped. Project Contribution: Macro-design of an e-commerce infrastructure; initial design of an LDAP directory and scheme to be used for authentication as well as for mapping customer attributes to the data contained within database back-ends.
Name and address of employer	IBM Netherlands
Name and address of customer	OCE
Type of business or sector	Printer Manufacturer
Dates	**Aug 1999 – Aug 2000**
Occupation or position held	Systems Manager
Main activities and responsibilities	Project Description: Development of controller software for embedding into a high-volume printer series (part of a larger project within the customer's R&D department). It was an internally managed project of 14 people co-operating with the customer's own R&D department. Project Contribution: Implementing and maintaining the internal infrastructure needed for software development (Windows NT4 based file server and client desktops, license management).
Name and address of employer	IBM
Name and address of customer	OCE
Type of business or sector	Printer Manufacturer
Dates	**Jun 1998 – Dec 2004**
Occupation or position held	Teamlead Infrastructure Support Group

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Main activities and responsibilities	Project Description: Offering "Business Managed IT" services. These are services to IBM-internal software development teams that go beyond the standard client offerings available. Examples are: * private networks, not connected to the Intranet, for shared or secured software development; * firewall and VPN (Linux or Windows based) solutions for secure communication with customers; * design of standardized client platforms (Windows or Linux based) for quick roll-out of development infrastructures. Project Contribution: Designing and mostly implementing all of the above offerings, being the "technical mentor" of a team of 5.
Name and address of employer	IBM Netherlands
Name and address of customer	IBM (internal customers)
Type of business or sector	ICT
Dates	**Jan 1998 – Jun 2000**
Occupation or position held	Systems Manager
Main activities and responsibilities	Project Description: Systems Manager / Help Desk for IBM Eindhoven Office. After a company take-over by IBM, existing network/systems management tasks were slowly migrated to IBM support structures: International Help Desk "123" and local Infoshop. Project Contribution: Co-operation with IBM NWSM during deployment of an Intranet extension to our offices, and subsequent complete refurbishing of the office floors. Continuing systems management responsibilities (firewall, file servers, network infrastructure, developer client desktops) until all support activities had been taken over by NWSM.
Name and address of employer	IBM Netherlands
Name and address of customer	IBM (internal customers)
Type of business or sector	ICT