

Summary

I was born in the UK and moved to Belgium with my parents when I was 11 years old. I attended secondary school in both French and English followed by a bachelor's degree in computer science (in French).

I have over 25 years' experience working in multinational IT companies, in technical, classroom training and business roles, in Belgium, USA, Switzerland, and Ireland.

From 1993 until 2001, I lived and worked in the USA (Virginia and North Carolina). In July 2001 I returned to Belgium to be with my family.

More recently, I have been involved in several non-work-related projects, such as writing a self-help book, setting up and managing an online worldwide support group, and other volunteering work.

Since moving to Belgium in 1973, I have always had a passion for languages. That led me to dedicate my time to be a freelance translator from French and Dutch to English.

Experience

Since February 2018: Translations from French and Dutch into English.

2016 - 2017: Volunteered as an administrator for a web-based karaoke site.

2016 - 2018: Set up and co-administered an online support forum for sufferers of a rare skin disease.

2014 – 2015: Wrote "Pack It In!", a self-help book for people who want to quit smoking.

Microsoft

May 2007 – September 2013 (Belgium)

Operations Program Manager/Customer Satisfaction Lead

Managed business operations for enterprise technical support in a multi-subsidiary environment across 14 countries, as a member of the Western Europe Services virtual HQ team.

June 2003 – August 2006 (Belgium) and September 2006 – April 2007 (Switzerland)

Operations Manager

Managed Belgian and Swiss subsidiary business operations for enterprise technical support and consulting services.

July 2001 - June 2003 (Belgium)

Enterprise Support Manager

End-to-end responsibility for enterprise support services business within the Belgian subsidiary, from sales through delivery. Managed a team of 10 technical account managers.

October 1999 – June 2001 (North Carolina, USA)

Senior Technical Account Manager

Managed the Enterprise Technical Support relationship for one of Microsoft's strategic Application Service Provider (ASP) accounts.

ARIS Corporation (Ciber)

1998 – 1999 (Virginia, USA)

Senior Technical Consultant

Provided consulting services for the design and implementation of a multi-domain Windows NT Server architecture for the Department of Defence at the US Pentagon.

Gestalt Partners

1996 -1998 (Virginia, USA)

Microsoft Certified Trainer

Conducted Microsoft Official Curriculum training on Windows Server products to commercial and public-sector customers at an Authorized Technical Education Centre (ATEC).

FDC Technologies (Northrop Grumman)

1995 – 1996 (Virginia, USA)

Presales Engineer/Consultant

Delivered pre-sales support, product presentations and demonstrations of Microsoft Server and Back-Office products to senior management and technical audiences.

THE WYATT COMPANY (TOWERS WATSON) 1989 - 1995

1993-1995 (Washington DC, USA)

Corporate Email Administrator

Managed and supported Wyatt's global e-mail hub, providing technical guidance and support to e-mail administrators and associates at remote offices.

1989 – 1993 (Belgium)

Software Developer/Network Administrator

Developed a comprehensive suite of statistical analyses applications in support of a multi-country computer industry compensation survey. Managed subsidiary network/comms.

Euroblan (Rentokil Initial)

1988 – 1989 (Belgium)

Software Developer

Developed business process applications for an industrial dry-cleaning company.

Education

1984 – 1988 – Graduat en Informatique – ICC, Ville de Bruxelles (BA in Computer Sciences)

Languages

English – mother tongue

French – fluent bilingual

Dutch - fluent

Personal Profile

Irish nationality

Born and raised in the UK, moved to Belgium in 1973

Lived in the USA from 1993 – 2001

Worked in Belgium, USA, Switzerland and Ireland