

# APPLICATION FILE



**Mathieu Guastella**

**Technology, Marketing & Productivity Consultant**

Program Manager • Digital Marketing Manager • Change Manager  
Digital Transformation Manager • Strategic Technology Advisor

IT • Telecom • Marketing Digital

## Application File

Edition 10.1.5 reviewed in **June 2020**

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**Mathieu Guastella**

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**Subject:** Looking for a multi-skilled, self-learning, dynamic and efficient expert with 20 years of experience and strong communication skills who could both advise and supervise? Look no further!

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Dear Madam, dear Sir,

Hereby I send you my application.

My successful professional experiences have given me the opportunity to develop my dynamism, curiosity, determination and enthusiasm to succeed in what I have undertaken. I have thus been able to gain rich and clear ideas about internal business processes, their needs and the financial means necessary for their performance.


After several experiences as IT Manager in different companies, I worked as **Consultant**, then as **Project and Program Manager**, which makes a total of **20 years** of real experience in that domain. My assignments having been carried out in very diverse sectors, I also have a lot of experience in very different sectors such as advertising, the media, banking or even the health sector. My references and letters of recommendation in the appendix will tell you more.

As you will see on my **Curriculum Vitæ**, I am not limited to the skills described above. Indeed, I am also able to meet a lot of needs, and my versatility has always allowed me to be quickly integrated into an existing team.

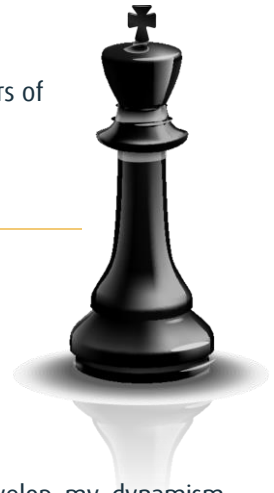
Although I am currently working as **Program Manager** at **BICS**, I remain available for specific missions in Belgium or abroad.

This desire to bring my own contribution to your company encouraged me to submit a spontaneous application. Convinced that a motivation letter cannot fully describe my personality and skills, I would like to meet you in order to show how motivated I am.

Yours sincerely,



Mathieu Guastella



# Curriculum Vitæ

Reviewed in June 2020

## I. Presentation

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### **Mathieu Guastella**

Belgian, Italian, married, ~39 y. old

Born on 24 March 1981 in Belgium

Lives in 1380 Lasne, Belgium

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WEBSITES [mat.be](http://mat.be)

[mat.be/linkedin](https://mat.be/linkedin)



## II. Skills, in short

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• Communication • Analytic spirit • Professionalism • Rigor • Positivity •

For further details, see point IV.

## III. Experience

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### — LAST MISSIONS —

#### **BICS**

#### International roaming provider

POSITION

**Program Manager**

PERIOD

Since June 2020

LOCATION

BRUSSELS, BELGIUM

PROJECTS

- Roaming Evolution Program
  - ✓ Roaming platform deployment
  - ✓ Business Roaming Trading tool
  - ✓ MVNE
  - ✓ Roaming OSS/BSS roadmaps

#### **City of Brussels / i-CITY**

#### Government

POSITION

**Transformation Project Manager**

PERIOD

From July 2019 till March 2020

LOCATION

BRUSSELS, BELGIUM

PROJECTS

- Digital Transformation Program NWoW (New Way of Working)
  - ✓ Migration to Skype for Business
  - ✓ Unified Endpoint Management
- Support each departments of the city as internal customers to
  - ✓ Implement the planning
  - ✓ Facilitate the integration
  - ✓ Consolidate and organize the required data
  - ✓ Inform and validate governance with each stakeholder
  - ✓ Communicate with impacted end users
- Develop tools and improve process to
  - ✓ Apply lessons learned

- ✓ Optimize communication
- Coordinate the technical team during each migration phase

## Orange

### European telecom operator

POSITION	<b>Domain Manager IT, Telco &amp; Billing Systems</b>
DEPARTMENT	Customer Factory
PERIOD	From March till July 2019
LOCATION	EVERE, BELGIUM CHIȘINĂU, MOLDOVA
PROJECTS	<ul style="list-style-type: none"> <li>- Mediation Domain               <ul style="list-style-type: none"> <li>✓ Transition from ADMS services supplier TechMahindra (India) to Orange Moldova (Moldova)</li> <li>✓ Knowledge transfer &amp; training sessions management</li> <li>✓ CDR transformation and aggregation</li> <li>✓ Operating &amp; Working Level Agreement definition</li> <li>✓ Steerco presentation(C-Level)</li> </ul> </li> <li>- Revenue Assurance Revamp               <ul style="list-style-type: none"> <li>✓ Analytical audit data</li> </ul> </li> </ul>

## Proximus

### National Belgian landline phone, mobile and digital services

POSITION	<b>Program Manager Digital &amp; Collaborative Workplace, IT &amp; Telco</b>
DEPARTMENT	Architecture, Roadmap & Project Management (ARP)
PROGRAM	Telecom, IT, Digital Workplace & Collaborative Workspace

See [recommendation letter](#) below.

PERIOD	From September 2017 till February 2019
LOCATION	BRUSSELS, BELGIUM
PROJECTS	<ul style="list-style-type: none"> <li>- Digital Transformation Program</li> <li>-</li> <li>- Migration from Cisco to Skype for Business</li> <li>- Implementation of a new Intranet platform: #WAP (We Are Proximus)           <ul style="list-style-type: none"> <li>✓ Integration of OASE as data provider</li> <li>✓ Based on the Jive platform in partnership with the parent company Aurea</li> </ul> </li> <li>- Implementation of marking, classification and encrypting solutions for documents and e-mails           <ul style="list-style-type: none"> <li>✓ Microsoft AIP/RMS based on Microsoft Azure AD authentication mechanism</li> <li>✓ For Office 365, Sharepoint &amp; OneDrive</li> <li>✓ Management of data sharing with external partners</li> </ul> </li> <li>- Audio, Video et Videoconference (AV/VC) solution deployment           <ul style="list-style-type: none"> <li>✓ Cisco Spark &amp; Room Kit, Crestron AM101, Mercury &amp; AirMedia</li> <li>✓ Wireless systems</li> </ul> </li> <li>- SmartOffice Implementation           <ul style="list-style-type: none"> <li>✓ Collaborative space and meeting rooms with real-time availability management</li> <li>✓ IoT &amp; Lora sensors used for optimization of meeting rooms and collaborative workplace</li> <li>✓ In partnership with MapIQ</li> <li>✓ Counting of floors occupancy using smart cameras.</li> <li>✓ Integration of a virtual remote access based on the Awingu platform</li> <li>✓ Migration from Citrix &amp; VNI environments</li> </ul> </li> <li>- Implementation of a video broadcasting video           <ul style="list-style-type: none"> <li>✓ Based on Microsoft Stream</li> </ul> </li> <li>- Implementation of SMS routing to fix numbers           <ul style="list-style-type: none"> <li>✓ In collaboration with BICS</li> </ul> </li> </ul>

- Extended Implementation of these projects:
  - ✓ Proximus SA
  - ✓ Proximus Group: BICS, Telindus, SpearIT, Scarlet, Skynet iMotion Activities, Unbrace, ConnectImmo, Be-Mobile, Tango, Davinsi Lab, Codit, ...Telindus

## Toyota Motors Europe

### Car manufacturer

POSITION **Project Manager Telematic & Multimedia**  
 DEPARTMENT Business Strategy  
 PROGRAM Connected Car

See [recommendation letter](#) below.

PERIOD From March till September 2017

LOCATION EVERE, BELGIUM  
 MUNICH, GERMANY  
 DÜSSELDORF, GERMANY

- PROJECTS
- Toyota Supra 2019 (A90) connected services
    - ✓ Learning of technology integration with BMW manufacturer
    - ✓ Negotiation of after-sales maintenance needs
  - Implementation of E-Call for the European market
    - ✓ Negotiation with telephone operators
    - ✓ Acquisition of 1M SIM cards from Vodafone
  - Development of a fleet traceability system for the insurance market
    - ✓ Definition of technical needs and facilitation between business and engineers
    - ✓ Development of equipment to collect data

## Pirelli

### Tyre manufacturer

POSITION **ICT, Digital & Marketing Development Manager**

PERIOD From January 2013 till January 2017

LOCATION BRUSSELS, BELGIUM

- PROJECTS
- Implementation of the EDI protocol
    - ✓ In order to allow digital transactions
  - Telephony migration
    - ✓ Implementation of Cisco solutions
    - ✓ Call Center management using Genesys et interconnections with SAP
  - Automation of the pricing system
  - Windows migration (clients and servers)
  - Implementation of the national commercial website
  - Marketing campaign management
  - Supervision of the office relocation
    - ✓ IT
    - ✓ Connection technology
    - ✓ Telephony
    - ✓ Security systems

— PREVIOUS MISSIONS —

## Council of Bars and Law Societies of Europe (CCBE)

European association of lawyers for the promotion of law and justice

POSITION **Strategy & Technology Advisor**  
PERIOD Since 2015

See [recommendation letter](#) below.

### PROJECTS

- Implementation of a new file server
- Deployment of an antivirus solution
- VoIP telephony migration
- Migrating emails from Exchange to Office 365
- Implementation of Skype for Business
- Archiving solution with OCR
- Migrating Skype for Business to Microsoft Teams
- Maintenance of the IT equipment including server and infrastructure

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## All Printing Services

Press, printing and copies

POSITION **Project Manager**  
PERIOD From January 2009 till January 2012

### PROJECTS

- Development of a complex price calculator
- Solution for transferring daily bank data between various points of sale to the head office
- Development of an SMS notification system
- Implementation of a telephone central system with a personalised welcome menu
- Process optimisation

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## Total

Lubrication and distribution of petroleum products

POSITION **Project Manager**  
PERIOD In 2009

### PROJECTS

- Supervision of the development of a real-time oil barrel price diffusion system
- Information interfacing for different media (web, TV, ...)
- Deployment of the solution in the 9 call centers in Belgium

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## Telemis

Medical imaging solutions

POSITION **Project Manager**  
PERIOD From 2007 till 2008

### PROJECTS

- Access security by authentication via RSA SecurID
- Implementation of a for material management and logistics follow-up
- Monitoring of customer sites

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## Xerox

Imaging and printing solutions

POSITION **After-Sales Manager**  
PERIOD From 2006 till 2007

PROJECTS Supervision of material implementation projects with customers

— OLDER MISSIONS —

<b>Cando</b>	<b>Event organisation</b>
POSITION	<b>Project Manager</b>
PERIOD	From 2005 till 2007
PROJECTS	Network management of 200+ computers and Windows migration.
<b>Mondo Chemicals</b>	<b>Chemical production</b>
POSITION	<b>Project Manager</b>
PERIOD	From 2004 till 2005
PROJECTS	Supervision of offices relocation, migration, installation of security cameras, telephony, ...
<b>European Patent Office</b>	<b>European office of patent registration and regulation</b>
POSITION	<b>Project Manager</b>
PERIOD	In 2004
PROJECTS	Organisation and supervision of international events
<b>Solid Partners</b>	<b>Consulting in Business Intelligence</b>
POSITION	<b>IT Manager</b>
PERIOD	From 2002 till 2003
PROJECTS	IT maintenance, migration of servers, customised developments, ...
<b>Nanobe Corporation</b>	<b>Telecom and IT consulting</b>
POSITION	<b>Founder / CEO</b>
PERIOD	Since 2002
PROJECTS	Corporate consulting, outsourcing
	Complete list of customer <a href="#">references</a> in attachment.
<b>MGD Group</b>	<b>Financial and investment holding company</b>
POSITION	<b>Founder / CEO</b>
PERIOD	Since 2002
<b>Field Resource</b>	<b>Field services for advertising placement</b>
<b>Alizé Média</b>	<b>Advertising management</b>
<b>Mood Media</b>	<b>Commercial audio broadcasting</b>
<b>Publiroll</b>	<b>Advertising management</b>
POSITION	<b>IT Manager</b>
PERIOD	From 2000 till 2002
PROJECTS	Installation of servers & domain, administration, help desk, webmaster, ...
<b>Actel Direct</b>	<b>Insurer</b>
POSITION	<b>Network administrator</b>
<b>Vacances Vivantes</b>	<b>Organisation of holiday internships</b>
POSITION	<b>IT instructor</b>
<b>Kid's Computer Club</b>	<b>Computer courses for children</b>
POSITION	<b>IT instructor</b>

## IV. Skills, in details

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Although these skills may be quite different, each was carefully studied and actually implemented on various occasions, and not quickly read.

### Project Management

- Agile, Scrum, Waterfall, Prince 2, ...
- Microsoft Project, PlanView, Rapid, ...
- Jira, Trello, Confluence

### Network

- PC, Mac, Qnap, Synology
- Servers : Windows Server, Exchange Server, Mac OS
- Cloud Computing
- Virtualization : Hyper-V, vmWare Workstation, ESXi, vSphere
- DNS, DHCP, Load-balancing
- PXE Boot, Automated deployment, Group Policies

### Web

- PHP, HTML, CSS, ASP
- Web Services, AJAX, API
- jQuery, Prototype, Scriptaculous, MooTools, LightBox, Bootstrap...
- DreamWeaver
- Geolocalisation, Traduction
- WordPress, SugarCRM, Joomla, Drupal

### Database

- SAP, Access
- MySQL Server, SQL Server
- Reporting, Geo-marketing

### Security

- Firewall, routeur, VPN
- RSA SecurID
- NTFS
- Data backup, redundancy, load balancing
- IP cameras, badging systems
- Encrypting WEP, WPA, AES/Rijndael 256
- IT Forensic

### Graphics & Multimedia

- Illustrator, Photoshop, Light Room, InDesign
- Final Cut Pro

### Programming

- PHP, JavaScript, Visual Basic, VBA

### Distribution

- InstallShield, Microsoft Installer (MSI), deployment via Group Policies...

### Automation

- IA, Chatbot
- AutoMate BPA Server, Mozenda
- Scripting divers
- EDI, EDI Wheel

### Telephony

- Lync, Skype for Business, Teams
- Programming & maintenance of telephony switchboards  
Cisco Unified Communications, Siemens Manager C & E, HiPath, Alcatel VMS, Forum
- Mediation, VoIP, Fax, SMS



## V. Education

YEAR	CERTIFICATION / TRAINING	EVENT / ORGANIZATION / LOCATION
2018	IoT – Internet of Things	Proximus Corporate University
	GDPR	Proximus Corporate University
	Agile	Proximus Corporate University
2017	Rapid	Proximus Corporate University
	Jira	Proximus Corporate University
	SunShine	Proximus Corporate University
	Permis de conduire véhicules prototypes	Toyota Motor Europe / RACB
	Apple Certified Professionals APPL272872	Apple
2015	Microsoft Office 365 Migration and maintenance training.	Microsoft
	Microsoft Office 2016	Microsoft
	Microsoft Windows 10	Microsoft
2014	Microsoft Dynamics CRM	Avanade
2013	Microsoft Office 2013	Microsoft
	B2B	Pirelli
	EDI	Pirelli
2012	Microsoft Windows 8	Microsoft
	MacOS Lion	Apple
	Final Cut Pro	Apple
2011	Windows 8	Microsoft
2010	Cloud Computing	Microsoft
	Virtualization & Managed Storage Strategic deployment training	Dell
2009	Virtualization Installation and maintenance training	Intel
2007	Xerox Integrator Knowledge Installation and integration training on Xerox copiers, fax and scanners devices	Xerox Knowledge Center
2006	Storage & Backup Solutions Storage and backup solution training	Symantec Knowledge Session
2005	Future Technologies for a Better World Study of the emerging technologies and their possible implementations	Microsoft Research Academy
	Siemens Manager C & E Complete management of the Siemens HiPath telephone exchanges	Siemens Formation Center
2004	Exchange Server 2003 On The Road	Microsoft Developer Network
	Mastering Windows Server 2003	Microsoft TechNet

2003	Improvisation & Communication Business-oriented theatrical improvisation & communication	Ligue d'Impro
	Inside Microsoft Exchange Server 2000 Microsoft .NET	Microsoft TechNet / MSDN Mobility & Servers .NET/2003
2000	Microsoft Certified System Engineer (MCSE) MCSE Microsoft Official Curriculum 1560	New Horizons
1999	Administrator and technician for PC, Network	Cefora
1998	Graduate in Computer programming English UF-2	ISFCE ISFCE
1997	Graduate in Management & Accounting	Institut Saint-Adrien
1995	Economic Sciences & Latin	Institut Saint-Louis
1994	Economic Sciences & Latin	Collège La Berlière

## VI. Expression

LANGUAGE		UNDERSTANDING	WRITING	DICTION/PRONUNCIATION
French	Mother tongue	Excellent	Excellent	Excellent
English	Professional Language	Excellent	Fluent	Fluent
Dutch	Academic	Limited	—	—
Italian	Paternal language	Good	—	—

## VII. Leisure

Travel, gastronomy, theatre, music, painting, photography, skiing, swimming, etc.

# References

- 3Dimensions
- A Hermes
- A3ACube
- AC Assur
- Actel Direct
- AC-Telecom & Security
- Aksys Computers
- Alizé Média
- All Printing Services
- Alvos
- **Ambassade d'Espagne en Belgique**
- ASM Belgium
- AMD
- Annie Neumark & Associates
- Arena IT Solutions
- Artecum Production
- Ascofin
- AssuClean
- Aux Armes de Bruxelles
- Baby Paradise
- Baltus Consulting
- **Base**
- Basilicum
- Bati PBM
- BatiSoft
- **BMW**
- BCD Express
- BDM Express
- Benelux Investment
- **BICS** (Belgacom International Carrier Services)
- Bio-Etna
- Blue Planet Promotion
- **Bosch**
- Brussels Lawn Tennis Club
- BSH Group
- Cando
- **Carrefour**
- CECE
- Centre Ricco-Ligot
- Century21 Groupe Agimo
- Cepac Alumni
- Cerix
- Cerix Luxembourg
- Château de la Hulpe
- Chembo Professional
- Clixite Communication
- Col-Vert
- Commor
- **ComputerLand**
- **Conseil des Barreaux Européens (CCBE)**
- Consultis Partners
- Coordination Environnement (COREN)
- Copyland
- Cowi Belgium
- Crins & Merckx
- Crono
- Datas Pilot
- D Copy
- Dederichs
- Defimedia
- **Delhaize**
- Demonstr8
- Draym Development
- DTV Automotive Consulting
- Duvivier Consult
- EASA - European Aviation Safety Agency
- Easynet
- EDM Immo
- Electrolyse Belge Epewe
- EM Create Concept
- EPO - European Patent Office
- Espace Moselle
- Euro Coop
- Exell Business Solutions (Maxima)
- Falk & Ross
- Fasska
- Fidusud
- Field Resource
- **Filigranes**
- FRA Belgium
- Frabelux
- Freshline
- Frezza
- G Consult
- G. Danneels
- Gesti-Conseils & Partners
- GM Management
- Graphoprint Services
- Groupement Européen de Producteurs de Verre Plat
- Groupe Mensia
- Harvey Nash
- Hoche, Demolin & Brulard
- Hôtel Métropole
- **i-CITY**
- IC Intracom
- ID All Services
- Informat
- **ING**
- Insert
- **Institut National de la Santé et de la Recherche Médicale (INSERM)**
- Institut Saint-Louis
- Instituto Cervantes
- Integrated Human Resources
- International Fiscal Agreement
- IOTA Production
- ISC Intelligence
- J. Burnay Consulting
- Joly Frais
- Kid's Computer Club
- KLS International
- La Fourmi
- Le Château de Clémentine
- Le Château de La Hulpe
- Les Fleurs Anne Duchateau
- Les Grottes de Han
- Lesuco
- L'Instant Gourmand
- Loona Star
- Losange
- Maison d'Accueil l'Ilot
- Martens Energie
- MatchTech International
- Mauser Office
- Media Enterprises Group
- Microsoft
- Mister Copy
- MNC Consul
- Mondo Chemicals
- Mood Media
- Mottet & Associates
- Net-Consult
- Networkers
- NEYI Finance
- Nimf
- Normecom
- Normelec
- Now.be
- Nuru Telecom
- Nutons
- O Design
- **Orange**
- Panos
- Paramedica Center
- Partner 2000
- PH Com
- **Pirelli**
- Procon Event Engineering
- ProGenosis
- Productor
- Promodec
- **Proximus**
- **Proximus SpearIT**
- PubliProx
- Publiroll
- Pucés & Souris
- Rayan Telecom
- Renchon, van Caster & Associés
- Rentic
- Rideaux Janine
- **Q8**
- SAPEC
- Scheers Publicité
- Sentinel
- **Siemens**
- SnapShot
- Sogesma
- Solid Partners
- Solvay
- Spirit Promotional Clothing
- Sylves
- Telemis
- Thai Tourism and Trade Development
- Title Films
- To Be One
- **Total**
- Tour & Taxi Project
- **Toyota Motor Europe (TME)**
- Traffic
- Trait pour Trait
- **Université Libre de Bruxelles (ULB)**
- Vacances Vivantes
- Verizon
- Ville de Bruxelles
- **Vodafone**
- VO Publishing
- World Way
- Wouters Invest
- Xagil
- **Xerox**
- Yves Hennekinne

# Recommendation letters

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**Proximus** — January 2019



**Recommendation letter**

Brussels, January 2019

To whom it concerns,

Mathieu Guastella worked in my team in the Architecture, Roadmap & Project Management (ARP) department over the period September 2017 - February 2019 at the Proximus Towers.

Mathieu is a hand-on project manager with strong interest in content of the projects he deals with. He interacts fluently with the different stakeholders and fosters a positive, solution-oriented atmosphere in his teams.

During his mission, Mathieu managed multiple complex projects within the Digital, IT and Telco programs. He took care of all aspects until delivery including Migration, Change Management and Digital Transformation. He contributed largely to the roll-out of Digital & Collaborative Workplace within our company.

I can only recommend Mathieu who will certainly be an asset for any company evolving in the digital world.

Kind regards,

**Piet Lemarcq**

Domain Manager Project Management | [Architecture, Roadmap & Program Management](#)

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Brussels, January 2019

Dear Sir or Madam,

The Council of Bars and Law Societies of Europe (CCBE) is a non-profit organisation, representing the European Bars and Lawyers. The CCBE employs a team of 12-15 people who, on a daily basis exchange with the European Institutions, communicate with media and stakeholders, and have to create and produce a lot of material and messages. This requires performing hard- and software, and a reliable ICT infrastructure.

The CCBE has, since 2016, been working with M. Mathieu Guastella who, as an independent IT Consultant, advises us for the modernisation of the IT infrastructure and gives support in terms of maintenance and for the backing up of data.

During this time, M. Guastella demonstrated strong commitment to the CCBE, providing appropriate strategic advices for our digital and IT transformation, facilitating change management and successfully delivering on the various projects in his remit, achieving his missions with creativity, determination and faultless professionalism.

When working with the team, M. Guastella always proved to be an exemplary co-worker, easy to work with – conscientious, approachable and responsive – who rose to the challenges he was faced with and complied with our expectations regarding his role and the objectives of his interventions.

In our view, M. Guastella has definitely the competences, skills and capacities which can be immediately deployed in other professional environments, making him an asset to any organisation. We can therefore recommend him and his services without any reservations.

In case further information would be of assistance, please do not hesitate to contact me.

Best regards,



Philip Buisseret  
Secretary General  
Council of Bars and Law Societies of Europe (CCBE)

**Conseil des barreaux européens – Council of Bars and Law Societies of Europe**

*association internationale sans but lucratif*

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## TOYOTA

TOYOTA MOTOR EUROPE NV/SA

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### Recommendation letter

Brussels, 31 August 2017

To whom it concerns,

Mathieu Guastella has worked as a contractor via MatchTech International over the period 1 March until 31 August 2017 in the role of Project Manager, Telematics projects.

The position required Mathieu to contribute to the following projects:

- eCall implementation
- Telematics programmes
- Navigation & connected services development

Each of the projects has involved:

- Defining the scope of the project based on end customer needs
- Translating needs into instructions for engineering and IT counterparts
- Creation of the work breakdown structure and responsibility matrix
- Follow-up, monitoring and reporting of projects

During his time devoted to these projects, Mathieu has worked in a challenging, cross-discipline, multicultural environment and has had the opportunity to understand end-to-end processes in the automotive industry.

We may consider Mathieu for potential future projects in the area of app development and connectivity.

If you require any further information or clarification, please do not hesitate to contact me.

Kind regards,



Jean-Jacques Serraf  
General Manager,  
Business Strategy Division — Connected Car  
Toyota Motor Europe

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