

NAME Veerle Deschepper
DEGREE Bachelor Multimedia & Communication Technology

PERSONALITY Idealistic, resilient attitude in the face of hardship, seeker of value and harmony, open minded, IT in function of the user advocate, flexible, very creative, passionate, energetic, dedicated, and hard working.

EXPERTISE Problem solving, Object Oriented thinking, simple solutions for complex questions, able to connect many far-flung dots into a single theme, building IT web apps for people, consulting for a wide area of IT solutions, and hands on training.

VOLUNTEERING Apart from giving IT advice, education and support to family and friends; I also volunteer to help students learn by attending several juries.

Work Experience

DATES March 2011 - present
RESPONSIBILITIES As the sole owner, I'm responsible for everything.
EMPLOYER DaktaDeo

DATES February 2006 - October 2014
POSITION Developer, First line helpdesk
RESPONSIBILITIES Depends on project
EMPLOYER LCP NV - Datacenter Oostkamp
TYPE OF BUSINESS Small Business - Web development and content management for government
Small Business - Datacenter

DATES September 2005 - February 2006
POSITION IT support
RESPONSIBILITIES IT soft and hardware; digitalisation, organisation of all kinds of assets; building several company websites.
EMPLOYER Brugge Marine Center
TYPE OF BUSINESS Small Business - Specialises in quality Rigid Inflatable Boats

DATES 2002 - 2005
POSITION Coordinator for internships and bachelor projects
RESPONSIBILITIES Providing a good matching internship for all 750 students, bridge between the professional / educational world, bridge between students and teachers, provide guidance and support for students, organising events and building/maintaining several applications, websites, reports, and creation of marketing materials.
EMPLOYER Howest - Department PIH - MCT
TYPE OF BUSINESS College

Some Projects

DATES	2006 - October 2014 (several versions)
DESCRIPTION	Icordis Content Management System (CMS) - Backend web management tool for websites and web applications. This app is the main backbone of all applications made by the LCP team. It also functions as the main application for in-house datacenter management. Over the years it has had several rewrites and structure changes. All backwards compatible. The last major rewrite centralised everything.
AREA	All departments of an organisation Software As Service: One backend for all customers.
RESPONSIBILITIES	Team effort. My main responsibilities were developing applications integrated in the CMS based on customer demand and many of them involved several departments of the organisation. My ability for fast problem solving, creativity, good people skills, empathy and extensive knowledge made me the first contact between our customers and the company, mostly by e-mail and phone. I also advocated and helped the implementation of a ticketing system within LCP for easier follow up. My ability to write, graphical insights, and teaching skills allowed me to document everything clearly and write reports. My ability to communicate with different people made me not only the bridge between customers and other team members but also proved to be a welcome bridge between team members. Some of the apps I build from scratch: <ul style="list-style-type: none">- an advanced newsletter app (think Mail chimp)- an advanced form generator app with advanced validation (team effort)- integration with the Federal Authentication Service (FAS)- complete integration with the UiT in Vlaanderen API (from version 1 to 3)
DATES	2011 - 2014 (several versions)
DESCRIPTION	Shopping Basket - Providing the ability to buy / reserve online for external users, government/organisation wide. From a flower to tickets for the latest cultural show.
AREA	All departments and flows of an organisation and their customers.
RESPONSIBILITIES	Mostly sole effort - styled by other team member (designer) Analysis of the customer requirements; building a model that could be used for several organisations and several departments of the organisation; integrating this model within the Icordis framework; providing wireframes;

Some Projects (cont.)

building the application; managing the project; writing reports for management and tutorials for the end user; give support and education.

USAGE An early form of this app is used by the Gemeente Tielt-Winge to manage kids activities. The jeugdendienst manages the reservations and the kids data; the administration manages the payment processing. On the other side, the end user, in this case the legal guardian of the child, manages the data of the child within the application. Several reporting tools are provided so that each department can benefit from the same information. A newer version of this app is used by the Gemeente Bornem. They are using it to sell flowers and other products of the environment department. They will also use it to sell theater tickets and publications. The new version of the app uses the e-loket Icordis app to provide custom forms. Both versions are completely integrated in Icordis CMS.

DATES 2010 - 2014 (several versions)

DESCRIPTION **Resource Reservation and Planning system** - Providing the ability to reserve a car, bike, room, .. to all departments in an organisation and to external parties.

AREA All departments and flows of an organisation and their customers.

RESPONSIBILITIES Mostly sole effort - styled by other team member (designer)

Analysis of the customer requirements; building a simple usage model that could be used for several organisations and several objectives; integrating this model in the Icordis application framework; providing wireframes; building the application; managing the project; writing reports for management and tutorials for the end user, in this case the administrator; give support and education.

USAGE This app is used by the Stad Oostende to allow all members of the organisation to book a room, car or bike. It is also used to provide a service for the residents of the city to book a room in a community center. The same app is used by the Haven Van Gent and the Gemeente Mol to allow all employees to book cars and rooms and manage a company wide calendar.

The app provides basic needs in resource management and allows for easy follow up and management. It provides different reports for the cleaning staff, security department, and management. The app has several views depending on the current user and allows the user to manage its own appointments, reservations, and is adopted in selected areas to allow a blind person manage and create reservations.

Some Projects (cont.)

DATES	2013 - 2014
DESCRIPTION	Redesign of the website <u>kortom.be</u> and management application - Kortom vzw is an organisation that helps governments communication with it's citizens. Their greatest asset is their website and they need specific tools to manage a lot of (historical) data, and users. Users have to pay to access premium content.
AREA	Kortom vzw, their customers (about 2000 individuals, located in several companies and departments - nation wide)
RESPONSIBILITIES AND USAGE	<p>Team effort. (3 people)</p> <p>I volunteered to take over this project from one of our projectmanagers because it wasn't on track; the deadline was approaching fast and there was basically nothing. Almost instantly I started gathering information, making wireframes, and planning internal/external meetings. With combined team effort we managed to launch the project on time, despite the very short time frame, and other ongoing projects.</p> <p>During those 3 months I managed all communication, organised several meetings, and made sure everyone was on track. I used my technical skills to thoroughly test the application, gave guidance, and help to the other team members and the customer. I also provided support during the development and afterwards.</p> <p>As the main expert on Icordis and Kortom, I was responsible to provide a total new content management system that not only allowed them to manage existing information faster but also facilitated the creation of new information. I made a new management model for their users which allowed them to focus more on content instead of managing users. I provided the new advanced mailing system so that they could attract new premium users with already existing content but also allowed them to satisfy existing premium users with tailored content.</p> <p>As an "IT in function of the user advocate" I made sure that nothing was lost during the transition by doing several imports and transformations of data. From the customer point of view and especially their customers, the transition was completely transparent and fluent. The website was never offline and even though it's highly interactive; no data was lost at any time.</p>

Some Projects (cont.)

DATES	late 2014 - present
DESCRIPTION	Multipass (MP) - a modern Business Intelligent Platform to help people working together the way they want to.
AREA	All departments of an organisation Software As Service: One backend for all customers.
RESPONSIBILITIES AND USAGE	I'm working with people in different sectors, backgrounds and experience. Currently I'm the sole developer on this project, using a stack off Laravel 5.x, MySQL, ElasticSearch 6.x, VueJS, Sass, Npm, Slack, Atlassian Jira, Digital Ocean and Ubuntu.

The idea behind Multipass is building software to support people do their work - without added frustration. As a society we face a huge challenge to reform our work and the way we work. This change is desperately needed and we found that current software is lacking - especially when you work with a lot of different companies over different sectors. The tools that exist are very expensive, offer to many features and are often very complex to configure. Most tools don't allow you to adopt them to your way of working; resulting in total abandonment after a few months.

As a tool during development I learned to use Git, with Github & Bitbucket as remote not only as a solid versioning control system; but also multi branch development workflow with integrated issue management. Now I use the complete Atlassian stack, with Jira as the backbone for issue management and Agile workflow. These tools allow me to asses the amount of work and keep on top on any bugs, ensuring quality and timely continues delivery.

Ideas where gathered on paper and sometimes on different Trello boards. I've build Multipass scalable: horizontally and vertically - for the servers (Digital Ocean) and for the code. This way we can not only add multiple features clusters but can also scale in a lot of users/customers. For this I use OO, MVC and a tested file organisation system.

Multipass is currently running in test.

Training

DATES SUBJECT	2016 Road to Action; Unizo
	2015 Masterclass Sales; Ondernemers Academy Unizo
	2015 Ethical hacking, basic & web applications; MME bvba
	2015 Foundation entrepreneurship for startups; Unizo
	2015 - present Building a business; self
	2014 - present Agile and Scrum; self
	2011 - present Project management; self
	2002 - present Development methodologies, frameworks and best practices; self
	2002 - present Reflection, insight in human behaviour and psychology; self
	2002 - present My playground: https://gompje.be

Education

DATES	2004 - 2006
QUALIFICATION AWARDED	Sun Certified Programmer for the Java 2 platform 1.4
INSTITUTION	Sun Microsystems
DATES	1999 - 2002
QUALIFICATION AWARDED	Bachelor Multimedia and Communication Technology (Magna Cum Laude)
INSTITUTION	Howest
DATES	1997 - 1999
QUALIFICATION AWARDED	None
FIELD	Master Product development
INSTITUTION	Antwerp University
DATES	1994 - 1997
QUALIFICATION AWARDED	High school; Beeldende vorming (with honours)
INSTITUTION	KSI Sint-Lucas Gent

Skills and Competences

LANGUAGE SPOKEN	Dutch - English
OTHER LANGUAGE(S)	French (notions) - German (notions)
COMPUTER SKILLS AND COMPETENCES	Mainly web-programming; client side + server side (php and asp.net). Database design - several technologies and methodologies Analysis, gathering requirements and writing reports Notions of web-styling Standard office tools, several web apps, Windows and OS X. Notions of Linux; able to do basic management related to web development.