



SEBASTIEN SCHMETS

PASSIONATE PROBLEM-SOLVER

Seasoned Technologist and Innovative Leader with a proven track record in driving technological projects to successful completion. I bring a pragmatic and resolute approach to problem-solving, always focused on achieving set objectives.

My commitment to continuous learning and improvement allows me to maintain a comprehensive understanding of the technologies I work with, enabling efficient project coordination and successful outcomes. As a compassionate and understanding leader, I excel in cross-departmental communication and coordination, and I'm unafraid to make the tough decisions necessary to keep business operations running smoothly.

“ If you have to do something twice, then automate it. ”

 November 17th 1984 -  sebastien@schmets.info -  +352691171184 -  B driving license

KEYWORDS

- Service Delivery Management
- Sales Strategy & Revenue Growth
- Strategic Business Planning
- Training & Development
- ERP deployment
- Vendor & Client Relationship Management
- Business Process Automation
- IT Infrastructure Analysis & Design
- IT Project Coordination
- Quality Control & Assurance
- Security Operations Management
- Unix & Linux Systems Administration
- Technology Integration & Innovation
- HVAC installations

EXPERIENCE

Founder and CEO at z80 January 2024 - Present

- ERP deployment:
 - Client needs analysis.
 - Implementation of the Odoo solution.
 - Training and support.
 - Provision of turnkey solutions.
- Process automation.
- Enterprise architecture.

- Development of automated workflows for efficient data collection and aggregation, enhancing operational efficiency.
- Design and implementation of Configuration Management Databases (CMDBs) to manage Configuration Items (CI) and support asset management.
- Project planning and coordination.
 - Leading projects adhering to ITIL best practices, ensuring alignment with industry standards.
- Legal technical expertise.
- HVAC installations:
 - Piping.
 - Regulation (Viessmann, etc.).
 - Connectivity (internet, interconnecting components, etc.).
 - Home automation (connected regulation, scenes and routines, etc.).

Treasury Auditor at Nerv-Project Asbl 🕒 September 2020 - Present

- Member of the audit body.
- Verification of financial transactions.
- Control of cash flows.
- Verification of the conformity of decisions and the operation of the association.
- Coordination with external auditors when necessary.

Run & Exploitation Manager at LETEC 🕒 May 2025 - Present

- Supervision of operations and continuity of critical passenger-facing systems:
 - Multi-channel ticketing
 - CRM platforms
 - Mobile applications
 - Key business interfaces
- Coordination of the run & support team to ensure:
 - High service availability
 - Rapid resolution of incidents impacting travelers and daily transport operations
- Strengthening of operational processes through:
 - Collaborative documentation
 - Development of detailed runbooks
 - Structured post-incident retrospectives
 - → Improved system resilience and team capabilities
- Management of crisis situations and on-call duties:
 - Primary interface with business departments
 - Main point of contact with senior management during major incidents

Senior Business Project Lead chez ENGIE 🕒 June 2024 - December 2024

- Project Management: Plan, execute, and monitor projects while meeting deadlines, budgets, and objectives.

- Requirements Analysis: Understand and gather business requirements to align projects with the organization's strategic goals.
- Stakeholder Management: Collaborate with internal and external stakeholders to ensure their engagement and satisfaction.
- Risk Management: Identify, assess, and mitigate project risks to prevent delays or budget overruns.
- Strategic Leadership: Act as the main point of contact for strategic initiatives, aligning projects with the company's vision and priorities.
- Performance Monitoring: Establish key performance indicators (KPIs) to evaluate project progress and goal achievement.
- Continuous Improvement: Propose improvements to processes and methodologies based on lessons learned from past projects.
- Resource Management: Effectively allocate human, financial, and material resources required for project execution.
- Reporting: Prepare and present progress reports to stakeholders, project sponsors, and management.

Commercial Director at IT-Consultancy Sarl 🕒 February 2023 - July 2023

- Setting and achieving sales targets and revenue goals.
- Developing and implementing sales strategies and plans.
- Identifying and pursuing new business opportunities.
- Maintaining and growing relationships with key clients.
- Analyzing sales data and market trends to inform decision-making and strategy.
- Representing the company at industry events and trade shows.
- Providing regular updates and reports on sales performance to upper management.
- Leading Odoo implementations by:
 - Analyzing clients' business needs to identify optimal Odoo solutions.
 - Configuring Odoo settings tailored to client operations and objectives.
 - Facilitating smooth data imports from clients' previous systems into Odoo.
 - Providing troubleshooting and support post-implementation, ensuring seamless integration and client satisfaction.

Service Delivery Manager at European Commission 🕒 January 2020 - December 2022

- Overseeing the organization of the Security Operations Engineering team, a team of 15 FTEs working on premises and/or remotely.
- SPOC for our customers, spread in multiple countries (Luxembourg, Belgium, Germany, Italy, Spain, The Netherlands, ...)
- Deliveries quality management.
- Projects supervision (Agile, Scrum, PM2).
- Process control and improvement.

- Coordination between Security Operation Engineering (SOE), Security Operation Center (SOC) and Computer Security Incident Response Capability (CSIRC).
- Management of the service catalogue to ensure comprehensive service offerings and streamlined access for stakeholders.

Project Coordinator at European Commission 🕒 June 2018 - December 2019

- Technical coordination.
- Project management (Agile, Scrum, PM2).
- Documentation creation and maintenance.
- Infrastructure analysis.
 - Testing VMware Cloud Foundation for a potential replacement of our deployments and management methods.
- Information management.
- Cloud management platform integration.
 - Coordination of the selection process for the Cloud Management Platform; in-depth comparison of three different platforms (Redhat Cloudforms, VMware vRealize Suite, Microfocus Hybrid Cloud Management).
- Design and architecture analysis.
 - Creation of a Content Management System design (based on Atrium CMDB, vRB, vROPS, vRA, ...).

Automation Engineer at European Commission 🕒 March 2016 - April 2018

- Daily operations automation.
- Infrastructure analysis and reporting for error correction.
- Information management.
- Asset inventory.
- Data collection on various technologies.
- Documentation creation and maintenance.
- Development of a custom framework for NAS and SAN automation.

Unix System Engineer at European Commission 🕒 April 2012 - March 2016

- Unix Operating Systems administration (Solaris 9/10, RHEL 5/6).
- Daily operations (duties participation, on-call).
- Development and deployment of a multi-platform life cycle tool for Legato Networker client and its plugins.
- Documentation creation and maintenance.
- Quality management on inventory database.

Technical Director / Co-Founder at BlueSail Solutions Ltd 🕒 September 2013 - December 2018

- Technology Integration: Implementing and managing technical systems for the business, such as inventory management software, customer relationship management (CRM) tools, website, and mobile applications.
- Business Strategy: Developing and implementing a strategic business plan that promotes the company's growth and profitability. This involves identifying business opportunities and potential risks.
- Vendor Relations: Managing relationships with vendors, including yacht manufacturers, maintenance providers, and parts suppliers.
- Product Development: Assisting in the development and improvement of the company's yacht portfolio, based on industry trends, customer feedback, and technological advancements.
- Innovation: Staying abreast of emerging technologies and trends in the yacht industry and integrating them into the company's operations and service offerings when beneficial.

IT Administrator at euroscript International 🕒 August 2010 - March 2012

- Unix Operating Systems administration (Solaris 9/10, Ubuntu).
- EMC Clariion and Fujitsu-Siemens San systems administration.
- Daily operations (duties participation, on-call).
- Architecture and deployment of a company proxy solution based on squid and clamav.
- Technologies benchmarking (ZFS vs ext4, Solaris x86 vs Ubuntu on VMWare).

IT Training Management at Sagi Europe 🕒 August 2007 - November 2009

- Installation and configuration of secured PABX systems in jails across France and Belgium.
- Linux and Windows servers maintenance.
- Training for supervisors on installed technology and telecommunications security.
- Disaster recovery procedures writing and testing.
- Documentation creation and maintenance.

Customer Service Agent at Call-IT nv 🕒 February 2007 - August 2007

- Customer service support front office and back office.
- Assisting IT service with backups, updates and life-cycle of workstations.

AppleCare Engineer at Apple 🕒 August 2005 - December 2006

- Hardware, software and network end-users support across Europe.
- Internal demo lab maintenance.
- Internal trainings.

EDUCATION

Institut Château Massart Liège 🕒 2004 - 2005 → Networks Management

Université de Liège 🕒 2004 - 2005 → Web Components development on Linux

Haute École Albert Jacquard (HEAJ) 🕒 2003 - 2004 → Computer Graphics

Institut Saint-Jean Berchmans Liège 🕒 2003 → CESS, Computer Sciences.

LANGUAGES



C2



C1



B1

REFERRALS

Available upon request.