



PROFILE

Steven is a senior Management Professional with more than 20 years of experience. As a Senior Program and Project Manager, he is involved in the consulting, training, mentoring, coaching and project delivery services of GAPS bvba, which he founded in 2005.

With a true passion for the project management profession!

Over more than 20 years, Steven has participated in projects in a multinational context, being involved in different areas, ranging from ERP implementations, Business Process (re-) Engineering, Change Management Initiatives, organizing and implementing Project Management Offices (PMO), construction, etc.

Steven's specialties are his in-depth stakeholder management expertise and his ability to take over troubled projects with a proven record track of getting the project back on track or at least to minimize the damage incurred.

A genuine desire to overcome difficulties and drive to success!

End 2011 he returned from senior consultancy & training expert to the "real life" of project management delivery. As the end-to-end Program Manager of the Brussels Airport "Connector" program, he guided the Brussels Airport organization from concept to realization. The construction program realized an above ground connection building between two piers, including a security screening platform and a commercial area.

From 2007 until 2015, Steven has been a visiting professor at the University Ghent, responsible for the academic courses "ICT Project Management" and "Project Management Simulator". For the Project Management Simulator, Steven developed a complete case driven project management training program which is supported by an on-line tool.

Steven is also known as an energizing coach and trainer for a multitude of clients. For several clients, new (project management) training programs were developed and delivered by Steven. Steven is also a well appreciated personal mentor & coach in support of senior project managers

Empathic manager, willing to share his expertise and experience, putting people central!



CONTACT DETAILS

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- <https://learning.2e3.eu>

LinkedIn:

- <https://www.linkedin.com/in/stevenjngoeman/>

ACADEMIC EDUCATION

Master in Commercial & Financial Sciences
VLEKHO – Brussels (BE), June 1995

Postgraduate Certificate of Japanese Business Studies
EHSAL Management School – Brussels (BE), June 1996

Master of Business Administration (MBA)
Warwick University – Coventry (UK), January 2008

PROFESSIONAL CERTIFICATION

- PMI® “Project Management Professional” – PMP® (2001-now);
- ANDERSEN - Certified Instructor “Project Management Tools and Techniques” (2002);
- APM Group - PRINCE 2® Practitioner (2008-2012):
- APM Group - PRINCE 2® Foundation (2008-now).
- BANDLER INSTITUTE - ®Licensed Master Practitioner of Neuro-Linguistic Programming (2017-2020).

PROFESSIONAL EDUCATION

- Various detailed training on several financial packages, such as Triton, BaaN IV & ERP, CODA, etc. – BaaN Company, Barneveld, Netherlands (1996-1999);



- Senior Consulting School – Andersen, St. Charles, USA (1999);
- PROMAR – Project Management Reinforcement training – Threon NV, Oostende, Belgium (2000);
- PMP Preparation course – Threon NV, Ghent, Belgium (2001);
- Certified instructor class “Project Management Tools and Techniques” – Andersen, Segovia, Spain (2002);
- Various detailed training on the Project Management Discipline throughout Europe (2000 – 2002);
- PRINCE2 Practitioner Course – PMProfessional Learning, Ghent (2008);
- MBTI Session, Ghent (2015)
- Coaching Essentials, YourCoach BVBA, Ghent (2017).
- Coachend Leiderschap, YourCoach BVBA, Ghent (2017).
- NLP Practitioner, YourCoach BVBA, Ghent (2017).
- NLP Master Practitioner, YourCoach BVBA, Ghent (2018).
- Resilience training, The Tipping Point, Ghent (2018).

LANGUAGES

	Read	Speak	Write
Dutch	Native	Native	Native
English	Fluent	Fluent	Fluent
French	Advanced	Good	Basic
German	Good	Good	Basic

ICT LITERACY

- Microsoft Office applications (user):
 - Outlook, Word, Excel, PowerPoint, Access, Planner, Teams (Microsoft).
- (Business) Process design software (user):
 - Visio (Microsoft),
 - Flexsim process simulation (basic) (Flexsim).
- Project Management applications (implementer, user):
 - Microsoft Project (Microsoft),
 - Serena OpenProj (opensource).
- Learning Management systems (user):
 - Dokeos, SmartSchool, Moodle (opensource), emooli.
- Web, Graphic & Video design applications (user):
 - GIMP (opensource),
 - Graphic Designer & Web Designer (Magix),
 - Video pro X (Magix),
 - WidgetCast and Iclone Pro (Reallusion),
 - Camtasia (TechSmith),
 - Open Broadcast Software (OBS).



- 3D Design (user):
 - Sketchup (basic) (Google),
 - Blender (basic) (opensource).
- ERP systems (implementer):
 - Triton (3.1), BaaN (4 & ERP), SAP, Coda.
- Agile & issue management software (user):
 - JIRA (Atlassian).



CONSULTING EXPERIENCE (1999-PRESENT)



September 2018 – November 2018
For an ICT transformation and hosting company

Project Management Expert

Performing an in-depth analysis of several departments within a business line to determine the organizational project management maturity. For the assignment a specific evaluation model has been developed. The results were presented to the Business Line's senior management and resulted in a roadmap for maturity growth.

Location:  Hasselt

Employment type: contractor via intermediary party 



April 2018 – September 2018
For a manufacturer of blood plasma products

PMO Advisor

Helping the client to structure its projects in a project's portfolio under a short timeline to enable a presentation to the companies board. Advising in the design of a portfolio management process, including project typing, selection criteria, basic capacity requirements planning and a decision making mechanism. Observing the steps forward made by the client and discuss the homework results via a workshop approach

Location:  Brussels

Employment type: contractor via intermediary party 



May 2017 – March 2018
For the Belgian national television broadcaster

Chair of the Advisory Board for the Media Facilities program

Chairing of, and contributing to the Advisory Board of experts, which is held in the context of the construction program of the new broadcast facilities. More specifically, this Advisory Board focusses on the Media Facilities part of the program. The purpose is to share specific domain expertise with the program team of the client.

Location:  Brussels



Employment type: contractor via intermediary party 



March 2017 – May 2017
For an insurance company

Project Management Expert

Structuring methodological documents created by the client into one coherent project (management) method. The assignment also involved both the creation of training materials and the delivery of methodology trainings.

Location:  Antwerp

Employment type: contractor via intermediary party 



October 2015 – February 2015
For the national Belgian television broadcaster

PMO Advisor

Advising the client in the start-up of a Project Management Office to support the projects in the digital area (website development, app development, social media, etc.). The project started with the identification of the needs of the organization and the creation of a roadmap to implement the PMO in a strongly SCRUM driven environment. The implementation roadmap is also structured around the SCRUM method by making use of the Sprint principles.

Location:  Brussels

Employment type: contractor via intermediary party 



Augustus 2011 – November 2011
For the Belgian Market Leader in the Retail Distribution

PMO Advisor

Defining an overall approach/ strategy to implement a coaching organization as part of the existing corporate project management office. The assignment included: creation of a business case, defining the main components of the coaching organization, creation of the initial implementation schedule.

Location:  Halle

Employment type: contractor via intermediary party 



July 2008 – May 2010
For the Brussels Airport Company

Project Management Expert

- Installation and configuration of a project management skills/maturity assessment;
- Executing the assessment interviews for 20 project managers, including the creation of the assessment feedback report;
- Candidate Project Manager's application interviews for new recruits;
- Feedback and advise to the Project Management Office in order to steer its working based on "in-field" findings.

Location:  Zaventem

Employment type: contractor via intermediary party 



February 2007 – April 2007
For a large Belgian Mobile Phone provider

Project Management Expert

- Comparison analysis of two project management applications;
- To provide a decision advice to the corporate project management office and the executive management;
- Define an implementation strategy for the selected project management application and its integration in the existing corporate PMO systems.



Location:  Brussels

Employment type: contractor via intermediary party




Oct 2005 – December 2005
For a Belgian Leasing company

PMO Advisor

- Analysis of project performance for those projects overviewed by the Project Management Office;
- Recommendations for improvement;
- Restructuring of the PMO processes, including a redefinition of the PMO services according to a proposed growth path;

Location:  Zaventem

Employment type: self-employed via  GAPS



May 2003 – June 2003
For a large ERP implementation company

Project Management Expert

Installation and configuration of a project management skills/ maturity assessment.

Location:  Kapelle-op-den-Bos

Employment type: full-time employment 



May 2002 – April 2003
For a European Leasing Holding

PMO Team member - Subject Matter Expert

- Project management coaching activities;
- Design and implementation of several project management process components;

Location:  Almere

Employment type: full-time employment 



delta lloyd

April 2001 – August 2001
For a Belgian Insurance Company

Subject Matter Expert

Organizational analysis after the merger of three insurance companies and the impact on the establishment of a “Uniform Workplace”.

Location:  Brussels

Employment type: full-time employment  ANDERSEN

 ANDERSEN

April 2001 – June 2001
For Andersen World Wide

Team Lead – Subject Matter Expert

- Subject Matter Expert for Program/ Project Management;
- Development of a Worldwide Program/ Project Management Methodology;

Location:  Atlanta (GE)

Employment type: full-time employment  ANDERSEN

VISA

January 2001 – June 2001
For a Provider of Credit Cards

PMO Advisor

- Expert advisor within a global ICT program;
- Design and implementation of a Program Management Office (PMO);
- Operational assistance to the on-going DSP project;

Location:  London

Employment type: full-time employment  ANDERSEN



2000

For a Belgian Company, active in trademark researches

Project Manager – Subject Matter Expert

- Design of functional specifications with respect to the production and administrative processes of a new affiliate in Eastern Europe;
- Discuss all deliverables with all stakeholders within Belgium and Eastern Europe;
- Creation of action plan to start the Eastern European affiliate;
- Project management and quality assurance on a domain name research project;

Location:  Brussels &  Budapest

Employment type: full-time employment  ANDERSEN