



# EMMANUEL DELCON

Sr Operational IT Expert

Name: Emmanuel Delcon  
Date of birth: 12/02/1974  
Address: Rijgelstraat 7, 3020 Veltem-Beisem,  
Belgium  
Phone:  
Email: info@symbiosys.be  
Website:

Keywords: multi-skilled, technical, efficient, motivated, ambitious. Extensive practical knowledge of complex systems, technology and software solutions. Specialities: Hosting environments based on Windows IIS, IBM MQ, Octopus Deploy

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## EMPLOYMENT

### 1. Acerta Service Delivery Consultant

2013 - present

Technical lead for projects:

- Design and implement Octopus Deploy for .NET DevOps.
- IBM MQ v7 to v8 migration.
- IBM MQ v8 security implementation on distributed systems.
- Design Sitecore v8 environment including Solr/Lucene and MongoDB with HA.
- Design and implement new IIS 8 webfarm including automatic provisioning.
- IIS6 phase-out and migration of legacy applications.
- Windows 2003 phase-out for legacy .NET applications.
- TFS2010 Migration and consolidation to TFS 2016

Technical consultant for projects:

- Linux development track based on Nexus, Bitbucket and Jenkins.
- Linux infrastructure provisioning through RHEL Satellite.
- Infrastructure Application Portfolio.
- Windows 2008 phase-out.

Operational Tasks:

Day-to-day maintenance, monitoring and end-of-line support for IBM MQ, Octopus Deploy, TFS and IIS application servers.

Maintenance, administration and support of custom developed applications for document generation, processing and archiving.

Worked closely with IT teams and business to improve stability and performance of applications. Define and implement optimisations for release processes, fact finding, standards and planning, Impact Analysis and requirement capturing.

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2011 - 2013

## 2. Toyota Motor Europe

### Senior Web Consultant

Responsible for TME's European hosting solution based on Microsoft technologies. Technical expert on hosting services, cloud technologies (Amazon/Azure) and release automation. Day-to-day management, trouble shooting, support and advice for .NET hosting solution. Define and implement policies and standards, strengthening the infrastructure through implementation of new technologies and architectural changes.

Proof of concept on cloud computing, comparison of Azure vs Amazon AWS, technical analysis and architecture.

Performing routine audits of systems and software. Quality and performance monitoring and KPI reporting. Recommend and implement improvements and efficiencies. Driving towards cost reduction through technology choice (cloud), automation and optimization.

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## 3. Acerta

### Application Engineer - Technical Analyst

2008 - 2011

Daily windows system administration with a strong focus on web and document management applications. Implementation and management of the messaging environment based on MQ 7. Maintenance, administration and support of custom developed applications for document generation, processing and archiving.

Worked closely with development teams to improve stability and performance of applications. Define and implement optimisations for release processes, fact finding, standards and planning. Responsible for migration of unsupported software versions (Windows 2000, Websphere MQ 5 and IBM DB2).

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## 4. ING Bank & Insurance

### Websphere Administrator

2006 - 2008

Day-to-day administration and maintenance of Windows systems. Together with other teams, plan and perform releases of high-profile public applications based on the IBM Websphere platform. Basic administration and trouble-shooting of IBM MQ messaging environment. Contribute to continuous improvement process for systems and monitoring.

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## 5. Toyota Motor Europe

### Web Operations Team Leader

2003 - 2006

Prepare workload for members and coordinate daily allocation of work. Monitoring and reporting on standards, KPI's and performance targets. Arranging and chairing weekly meetings with focus on release planning, performance and targets. Motivate and train members, implement new initiatives to improve quality. Work with marketing, business and development teams to further optimize hosted applications. Single point of contact providing support and services to internal and external clients.

Design, implement and manage a highly available and secure hosting solution based on MS technology for internet, extranet and intranet. Contribute to the global architecture and vision for marketing sites, technology choice, application architecture and standards. Evaluate the impact of new projects on technology, infrastructure, capacity and processes. Lead for technical implementation of Tridion CMS and Webtrends.

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## 6. Toyota Motor Europe

1999 - 2003

## Technical Analyst - Webmaster

Release and update Toyota and Lexus sites with a selfdeveloped publishing tool. Development of web applications, feedback and request inquiries, dealer finder, error trapping. Day-to-day administration and maintenance of Windows systems.

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## 7. Belgacom – Johnson & Johnson – Exxon Europe Helpdesk And First-Line ICT Support

1996 - 1997

Various positions in helpdesk and call centers. First line PC support, hardware inventory and trouble-shooting.

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# EDUCATION & COURSES

## 1. Microsoft

2013 - 2013

Microsoft Azure For Professionals

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## 2. IBM

2009 - 2009

Websphere MQ 7 Administration on distributed systems

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## 3. IBM

2007 - 2007

Websphere Application Server 6

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## 4. Webtrends

2006 - 2006

Webtrends 6 For Technical Professionals

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## 5. Katholieke Hogeschool Leuven

1994 - 1995

A1 Computer Science

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## 6. Katholieke Hogeschool Leuven

1993 - 1994

A1 Industrial Chemistry

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## 7. Technische Scholen Mechelen

1990 - 1993

A2 Industrial Chemistry

# SKILLS