

Peter Smets

Summary

Education

1996-1998: Informatics

- Erasmus School, Brussels
- Catholic High School (REGA), Leuven

Until 1996: Accounting / Informatics

- Sint-Jozef institute, Kessel-Lo

Languages

Dutch: Native speaker

English: Very good

French: Very Good

German: Good

Certifications

ITIL 4 Foundation (PeopleCert, Feb 2020)

Results-driven

- Effective negotiation skills
- Strong communicator
- Experienced team-leader
- Engineering background
- Successful in small, medium, and large IT organizations

Team-oriented

Effective communication with customers, suppliers, IT stakeholders, business leadership

What I do

I drive **results** by aligning **cross-functional teams of up to 15 FTEs across continents and time zones** keeping complex, multi-stakeholder projects on track and on target. I specialize in **breaking down large challenges into manageable parts**, ensuring clarity at every stage. Alongside strategic oversight, I take a hands-on approach to transitions, migrations, and greenfield projects, from infrastructure to networks and security.

I deliver this work **in four languages** —Dutch, French, English, and German—making me equally effective in international, multilingual environments.

What I Bring to the Table

Decades of IT experience, sharp communication skills, and a **proven ability to align business goals** with technical execution. I specialize in **smoothing collaboration across silos** and removing roadblocks before they become critical. Alongside strategic oversight, I maintain a **hands-on approach**, ensuring that complex **technical and organizational challenges** are not only managed but also **understood and guided at a practical level**.

My Background

With **over 20 years in IT** and a strong foundation in Windows, Citrix, and VMware system administration, I've delivered **results in logistics, mining, brewing, aviation, banking, insurance, and retail**. Over a decade ago, I moved into project management, combining deep technical fluency with strategic oversight to lead high-impact transformation and infrastructure initiatives.



Key accomplishments include:

- **Greenfielding and upgrading warehouses and brewery sites**, deploying full-stack IT environments including **LAN, Wi-Fi, and WAN infrastructure** with **HPE Aruba, Cisco, and Fortinet** solutions working with multilingual site teams across Europe (**Dutch, French, English, German**).
- **Driving major transitions, such as data center closures and cloud migrations** for global mining operations, with a focus on reliability, compliance, and complex logistics.
- **Modernizing airline operations** by migrating 2,000 concurrent users **from IBM green screen systems to a modern Active Directory and Citrix environment**, requiring cross-border collaboration in **Dutch, French, English, and German** while improving usability, security, and scalability.
- **40% database size reduction** via SQL archiving for a multinational.
- **Citrix migration for 2,000+ users** across all European sites of a multinational logistics firm.
- **Decommissioning legacy infrastructure and resolving technical debt**, streamlining support and enabling modern platforms.
- **Upgrading network hardware and strengthening the stability of a private fiber ring** for a government organization, ensuring secure and reliable internal communications.
- **Design and deploying industrial network solutions** in rugged, high-availability environments.
- **Enterprise security modernization**, including full rollout of Zscaler for secure, cloud-first access across distributed users.
- **Network technology renewals**, ensuring long-term vendor support, improved stability, and readiness for future business demands.

Freelance since 2007, I have operated with autonomy and accountability bringing clarity, structure, and execution to **complex technical and organizational challenges**. I regularly **communicate with C-level executives**, lead and present at **steering committees**, and keep **stakeholders** informed with timely updates to ensure **alignment** and **transparency** throughout projects.

In April 2025 I launched and host “IT Horror Stories with Jack Smith”, a **globally streamed podcast** designed to **share real-world technology challenges and lessons learned** through a witty, tongue-in-cheek storytelling style. Episodes are released monthly and feature guest speakers sourced from my extensive professional and entrepreneurial network, offering a rich variety of perspectives from across the IT landscape. The show **blends humor with practical insight, making complex technical topics accessible and engaging for a worldwide audience of IT professionals, business leaders, and tech enthusiasts**. I Oversee all aspects of production—including content strategy, guest coordination, audio editing, and promotional campaigns—while cultivating an active and growing global community around the podcast.



Professional Experience

Atlas Copco – IT Infrastructure Project Manager

August 2024 – April 2025

- Lead the IT integration of M&A projects in **Germany, Austria, Germany and UK** while applying Atlas Copco standards and **removing technical debt** on security, EUC devices, network, servers and applications with a focus on **moving to Private Cloud and SAAS** solutions as a cost-saving measure. Reporting based on **ServiceNow and PowerBI**.
- Assist in EUC deploying automation projects

DELA Belgium – IT Infrastructure Project Manager

February 2024 – Juli 2024

- Put the running Teams telephony project back on the rails moving forward towards a functioning POC working with multiple vendors and partners using **MPLS technology WAN upgrades on Cisco Meraki** hardware.
- Assist multimedia and AV projects for presenting and **streaming services**
- Assist in the **printing centralization** project based on **Canon hardware**

AB-InBev – IT Network Infrastructure Project Manager

October 2022 – Januari 2024

Act as part of the Network TechOps team, responsible for all IT LAN/WAN connections in Europe.

- Transform 2 German breweries from **MPLS to SD Wan** while removing all technical debt with **Cisco based routers, switches and access points**.
- Assist in the go-live of the new Paris and Lille offices **providing theoretical, technical and hands-on support**
- Lead the connecting, deployment and testing of all IT network in the new Amsterdam distribution center using **Meraki hardware with 5G backup**.
- Lead the network effort of moving teams into a new office building in Munich
- Transform multiple Belgian distribution centers from **MPLS to SD Wan while removing all technical debt with Meraki based routers, switches and access points**.
- Assist 2 UK breweries in expanding and controlling their IT network
- Assist a Dutch brewery in transforming from MPLS to SD Wan using Meraki hardware and 5G technology
- Act as PM for small demands coming from Business such as **adding access points, extending the network with new switches, ...**



Carmeuse – Program Manager Technology Modernization

December 2021 – October 2022

Manage the Global Information Technology Modernization program to erase historical technical debt:

- Worldwide **upgrade of ESX 6.0 and Windows 2012 environment** to supported and up-to-date versions
- **Upgrading NetApp storage** devices to supported and up-to-date firmware
- Roll-out of **Microsoft Teams** to worldwide meeting rooms using **Poly technology**
- **Decommissioning / Consolidation of Data Centers** and contained services (Exchange, NetApp sync, file/print, WLAN controllers)
- Setup of **AWS / Azure multi-cloud landing zones**
- Network renewal and global monitoring

Other projects:

- Assist in roll-out of **ZScaler ZIA, ZCC, ZPA** in EU and US
- IT Infrastructure PM for Merger & Acquisition projects in Africa, Asia and South America

IKO – Global Infrastructure Project Manager

January 2021 – December 2021

- Guide the carve-out of a newly acquired production plant located in northern France with offices in Paris into the IKO environment, **switching over Office365, Active Directory, Local servers WAN links, Service contracts, ITSM catalogues**.
- Assist with the printer analysis, configuration and testing of the EU-focused rollout of **JD Edwards ERP**.
- Assist with the **Wi-Fi coverage project** at a plant in southern France adhering to company standards and procedures
- Guide the **European Firewall replacement** project replacing existing EOL/EOS **Fortigate** firewalls with **Palo Alto** devices in over 40 sites.
- Guide local site readiness for plants in Belgium and The Netherlands for Fiber loops, WiFi configs, server room upgrades.
- Plan weekly status meetings and next steps, reporting to CIO and company owners.

AXA Insurance – CMDB Project Manager

October 2020 – December 2020

- Guide the running CMDB Project, based on ServiceNow
- **Liaison with business, security, architecture and global operations** on CMDB CI's, Properties, Business and Application Services
- Plan weekly status meetings and next steps
- **Guard and apply continuous improvement cycle on methodology, model and data quality**



Securitas – Project Manager

February 2019 – September 2020

- Hardware migration projects for police forces, connecting to both internet and **secure police networks using firewall and VPN configurations**
- Network, VPN, and Storage hardware upgrade and support projects for government agencies
- **Cloud- and network migrations** and support for cities and municipalities
- Handover of new and existing setups to managed services
- Overall IT **project management focusing on network security** for regional government agencies

Belfius / IBM – Project Manager Infrastructure / Application Migration

July 2018 – December 2018

- Act as part of the Application Migration project
- Responsible for the proper and timely delivery of migrated servers and applications
- Act as **technical liaison between customer / business and the teams of engineers** translating customer feedback into service requests
- Verify, challenge and when needed correct the resolved service requests after customer feedback
- **Work with engineers towards a solution** of various hard- and software issues

Argenta – Technical Coordinator Test Environments

January 2017 – July 2018

- Responsible for the proper functioning of all non-production server environments
- **Single point of contact** with 3rd party server support and management
- Coordinate software releases for large projects
- Coordinate data synchronization between environments
- Communicate directly with internal and external development teams to raise, fix and resolve support tickets **using Jira and Skype For Business**
- Assist with and provide input for **MIFID2 / GDPR projects**
- Be part of the Agile teams covering open issues and development sprints

SQL Perform Europe - Account Manager

January 2016 – January 2017

- Primary contact with customers to **optimize their Dynamics NAV** setup
- Responsible for sales follow-up and business development
- Created quotes, managed accounts receivable collection, invoice preparation
- **Coordinated scheduling**
- **Configured our VPN connections** to customer servers



BNP Paribas Fortis / BP2I Belgium - Configuration Management Coordinator
June 2015 – January 2016

- Ensured that the Hardware and Configuration Asset database was up to date using **HP Openview CMDB**
- Coordinated data collection
- **Generated reports for project teams, auditors, and management**

Christelijke Mutualiteit / LCM - Project Lead/Technical Coordinator
December 2012 – September 2014

- Managed a **HP Superdome migration** project - documentation, scoping, and implementation planning using **ITIL methodology**
- Point of contact between engineers and business operations teams
- Supervised **HP Superdome consolidation, AD Upgrades, and Quorum server** installation projects

Mercator Verzekeringen / Baloise Insurance Belgium - Change/Release Manager
July 2010 – October 2012

- Tracked development, staging, acceptance, and live environment change requests in a waterfall model using **ITIL methodology**
- **Lead weekly Change Approval Board** and Pre-CAB meetings
- Single point of contact for external personnel involved the RFC process
- **Go-between for test coordinators, engineers, ICT, and business managers**
- Scheduled and coordinated maintenance windows
- Reported status of requests and releases to business stakeholders
- Gathered information for release windows
- Coordinated release and production patch planning and timing
- **Tracked milestone completion and issues in incident and problem management for post-release patches**
- Held release follow-up meetings
- Participated in release planning and decisions meetings.



Axa Technology Services - Operational Support

April 2010 – May 2010

- Managed issue and project ticket tracking
- Facilitated **communication between end-users and the application support team**

Janssen Pharmaceuticals / Johnson & Johnson – Second-level Operations Citrix Engineer

January 2009 – March 2010

- **Facilitated multiple project deployments** on these clients' EMEA region Citrix environment, in addition to providing **second-level support** for some end-users and project teams.

Porthus - Change Manager

January 2008 – December 2008

- **Lead the Porthus change-management team**
- **Coordinated actions and tests**
- Participated in weekly Change Approval Board meetings, representing the team

Fit IT / Axians Belgium - Microsoft Systems Engineer

May 2005 – December 2007

- Designed, implemented, supported and documented products and projects onsite for a variety of customers using **Windows, IBM Bladecenter, Citrix, and VMWare.**

DHL Aviation - Senior Windows and Citrix Administrator

January 2002 – April 2005

- Designed and implemented European roll-out and support of **Active Directory and Citrix Metaframe XPe.**

UNIZO - System Administrator

July 1998 – December 2001

- Installed and managed local servers on platforms ranging from **NT4 to Windows 2003** including using **Citrix Metaframe 1.8 on NT4 Terminal Server Edition.**



Beyond work

I've been active in the demoscene since 1991, cultivating a lifelong passion for creative coding and digital art within this vibrant community. Each year, **I coordinate an international team of over 10 volunteers** at Revision Demoparty to manage computing competitions at a 1,000-person tech event, supporting a wide range of platforms from retro to experimental. I also **assist with streaming** the yearly Commodore 64 online event, Transmission64, and **provide support to other events in The Netherlands and Finland** with their internet streaming needs.

In addition, I run Consolekabels.be, **a dedicated website providing retro gamers with essential addons** such as power supplies, controllers, cables, and HDMI converters for vintage gaming gear.

Since 2023, I've been **part of the board of owners at a 78-apartment building in Brussels**, providing **management, technical, and cybersecurity** advice to co-owners to support **effective building operations and governance**.

I also **provide management, technical, and financial advice** to the World Catch League, a Belgian independent wrestling promotion, where I sometimes act as host speaker and perform a ringside role during events.

From 2006 until 2010, I operated F-Stop, a concert and portrait photography business, and **contributed to the Drieduizend photography collective**.

From 2009 until 2019, I ran Rastermania.be, a boutique business **selling arcade and console hardware both online and at enthusiast events**.

