



Olivier Nagelmackers

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Experienced Manager with proven experience in Enterprise and Operational Risk Management, Insurances, Business Process Management, logistics and electronic systems maintenance

Professional Experience

MDMA Consult, Orp-Le-Grand Manager

July 2007 - ...

Started a consulting company with ambition to help other companies to implement ERM techniques in a very pragmatic approach, to improve their assets efficiency and maximize their revenue recognition.

Expert for Insurances for Farcy & Cie

Atos Worldline SA/NV (previously Banksys), Evere Risk Manager – Audit

December 2005 – May 2010

In charge to start the implementation and further development of the Operational Risk Management inside the company. Definition of the company's « Risk Management policy ». Definition of a training, and review of a methodology in order to develop a Risk Management culture.

Help in different specific Audits.

Overtake of the company's insurance portfolio management and adaptation to the company's effective risks.

Project manager of the "ORBIT" project: "Operational Risk Best practice In Transaction processing" for the TransConstellation entity (18 month). The objective of this project was to write a reference book in ORM and maximize ERM practices knowledge exchange between the TansConstellation companies (Euroclear, Bank of New York Mellon, SWIFT and Atos Worldline). Result was be published in June 2007.

Banksys, Evere Internal Consultant – Organisation

January 2005 – December 2005

In charge of special studies and audits for the CEO. Revision and analyse of Business Cases. Problem solving, simplifications and efficiency improvements.

Banksys, Evere Internal Consultant – Organisation

March 2003 – December 2004

Detached as assistant of the Program Manager (Successful Program DELPHI = Implementation of 48 Oracle Apps 11i modules, E-Business Suite, in replacement of 24 legacy systems). Responsible for the external resources management (+/- 120 consultants), definition of the selection criteria for the request for proposal and responses analysis to this RFP. Contractual and budgetary follow-up. Responsible for the « roles and responsibilities » implementation in the new system (access management). Management of the program' side projects.

(Oct 2004) Service Delivery Manager and Incident Manager for the Go-live of the project with specific objective to put in place the adequate processes enabling to move from a project structure to one operational one. Definition of strategy and objectives of the department.

Banksys, Evere
Business Process Manager - Finance

January 2002- March 2003

Responsible of the cell « Corporate and System Processes » which's mission was to identify potential corporate process' improvements and to implement these improvements in collaboration with the concerned departments. Management of 3 business analysts.

- Methodology Definition
- Process Improvement (Loss of revenues detection, cost reduction, efficiency improvement)
- Analyse of the IT requirements in order to support the process. (Origin of the Delphi program)

Banksys, Koningslo
Logistic Support Solution Manager – Field Service

July 2000- January 2002

Recruited to collaborate to the review of the organisation of the Field Services Division, with the additional function of Warehouse Manager, selected from 5 internal candidates as Logistic Manager after three months work within the company. Management of 55 workers (staff, storekeepers and technicians)

Mission:

- Ensure the distribution of the installation material during the « Euro Rollout » (replacement of 60.000 point of sales terminals non-euro compatibles in 2001)
- Rationalization of the Warehouse and move preparation.
- Rationalization of the la logistic with particular focus on higher use of storage capacities.
- Define and implement the “return” process of the non-euro compatible terminals (security, cost and environmental disposure)

Headquarter Belgian Air Force, Evere
Manager of the F16's Avionics

June 1998 to July 2000

- Responsible for the acquisition, the deployment and the maintenance definition of the F16's weapon systems. Specialist of the electronic counter measures systems and navigation systems.

Headquarter Belgian Air Force, Evere
Responsible for Data's conversion

June 1996 to June 1998

- Responsible for the definition and the implementation of the data's conversion (from three applications « Mainframe » with hierarchical database to the application RAPIER (ILIAS) type client server with relational database. Management of 12 programmers and DBA.

2nd Tactical Wing, Florennes
Commandant de Flight Avionics

January 1992 to June 1996

- Responsible for the maintenance of the first line F16 avionics. Management of 30 technicians.

Education

- Special year: Preparation for application studies, **VUB – Brussels.**
- Civil Engineer, Polytechnics, in electronics and communications, **Royal Military Academy, Brussels.**
- Master of Accountancy and Finance, **Institut Cooremans, Brussels.**
- Special Licence in Risk Management, **ICHEC, Brussels.**

Complementary trainings

- TransConstellation Academy (Solvay Business School) 4 modules of one week (Strategy, Risk Management, Innovation, Implementation and leadership)
- Supply chain management
- Incident Management ITILL

Languages

French: mother language
Nederland: excellent (read, spoken, written)
English: very good (read, spoken, written)

Civil

Nationality: Belgian
Birth date: 22 August 1968
Birthplace: Verviers
Family position: married, three kids

Interest - Hobbies

- Le companies economic world and stock exchange
- Renovation, do-it-yourself and gardening