

# Serge Morabito

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## CURRICULUM VITAE



**Date & place of birth** 1976-06-03 in Bree (38)

**Nationality** Belgian  
**Mother tongue** Dutch

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## EDUCATION

### KATHOLIEKE HOGESCHOOL LIMBURG

1997 - 2000

Bachelor – Science Teacher (Biology, Chemistry, Physics & Technology)  
*Regentaat Wetenschappen, Leerkracht Secundair Onderwijs Groep 1*

THESIS:

'THE SIMPSONS, MIRROR OF OUR SOCIETY', an instructive aid for inspired teachers.

'DE SIMPSONS ALS SPIEGEL VAN ONZE MAATSCHAPPIJ', een didactische hulp voor geëngageerde leerkrachten.

### GENERAL EDUCATION

1994-1997	Chemistry (Bachelor - interrupted)	Limburgs Universitair Centrum Diepenbeek
1988-1994	Latin-Science (Secondary school)	Don Bosco-College Hechtel
1982-1988	Primary school	Gemeentelijke Basisschool Neeroeteren

## LANGUAGES

	Speak	Write	Read/Comprehend
Dutch	+++++	+++++	+++++
English	++++	++++	++++
French	++	+++	+++

## EXPERIENCE

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### Service manager / Infrastructure manager | CIP vzw (new structure)

2012 - present

- **Service manager**
  - Coaching service desk team of 6 members
  - Managing service desk for 300 end-users
  - Contacts with external vendors and customers
  - License management
  - Implementation and improvement of a selection of "as needed" ITIL processes and the service desk tool
    - Service Strategy
      - ✓ Service portfolio management
    - Service Design
      - ✓ Service catalog management
      - ✓ Service level management
      - ✓ Information security management
      - ✓ Supplier management
    - Service Transition
      - ✓ Change management
      - ✓ Service asset & configuration management
      - ✓ Release & deployment management
      - ✓ Knowledge management
    - Service Operation
      - ✓ Incident management
      - ✓ Problem management
      - ✓ Request fulfillment
      - ✓ Access management
    - Continual Service improvement
  - Speaker, trainer for educational purposes (end-users, in projects for external people)
- **Infrastructure manager**
  - Planning of infrastructure projects, cost calculation, staffing (external), reporting
  - Follow-up of all infrastructure projects
  - Coaching of the Project team, delegating tasks to team members and follow-up

### Service Desk Manager / Project Leader | CIP vzw

2007 - 2012

- **Service Desk Supervisor**
  - Management of own implementation of ITIL processes:
    - Incident (procedures), Problem, Change (CAB, different change processes) & Configuration Management
    - Financial Management
  - Choice, configuration and follow-up of the Service Desk tool
  - (Regular) team meetings to evaluate, remediate, stimulate and coach my team
  - Quality control by guarding standards, follow-up on the Service Desk activities (tickets, orders, contacts, ...)
  - Communication between customers and Service Desk
  - Contact with external vendors, new and existing
  - Management of hardware as well as software licensing
  - Creation of Service Catalog (externally supported)
  - Speaker, trainer for educational purposes (to clients, in projects for external people)
- **Project Management** for infrastructure projects done by Systems and Network team
  - Planning of infrastructure projects, cost calculation, staffing (external), reporting
  - Organizing meetings
  - Follow-up of all infrastructure projects
  - Coaching of the Project team, assigning tasks to team members

### ICT Support Manager | CIP vzw

2003 - 2007

- Helpdesk Supervisor (Incident and Problem Management, ...)
- Project Management for projects done by Systems and Network team
- Systems and Network Administrator

### Systems and Network Administrator | CIP vzw

2002 - 2003

- Implementing, maintaining, and supporting our systems and network infrastructure
- Contacts with vendors and resellers, external consultants, ...

### PC Support | CIP vzw

2000 - 2002

- maintaining, installing and supporting our infrastructure
- Contacts with vendors and resellers

## CERTIFICATIONS

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### ITIL v3 | Global Knowledge

June 2012

- **ITIL Foundation**
  - The Foundation Level is the entry level qualification which offers candidates a general awareness of the key elements, concepts and terminology used in the ITIL Service Lifecycle, including the linkages between Lifecycle stages, the processes used and their contribution to Service Management practices.

## FIELDS OF KNOWLEDGE

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### INFRASTRUCTURE MANAGER

- Microsoft product range
- SBC
- Financial software
- Back-up & Restore
- Security
- Storage
- Central printing, application printing
- Networking components
- Antivirus, antispymware, antimalware
- 3270 emulation
- Telephony, contact center, Unified Communications
- Virtualization

### SERVICE MANAGER

- ITIL
  - V3 Foundation, applied knowledge
- Service Desk
  - TOPdesk & Track-it
- Project Management
  - Prince2 (notions)

## SOCIAL CHALLENGES

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- In my youth, I was member of *Chiro Neeroeteren*.
- Later on, at university, I started out as member, and 'evolved' to be *scriptor* in the *praesidium* of DIP's (science student club).
- When trying to become serious enough to teach, I first was a member of our student council, and then became president of a whole new council.
- For several years, I joined IPAC SOA & AIDS vzw, later SENSOA in Antwerp in their continuing mission to inform our teenagers of the dangers of unprotected sex in our quite exciting world.
- I love good company, intriguing conversations, but sometimes, I also need some time alone, away from all the fuss.
- I love to (help) organize events, things I can be creative in, and the last man standing? That's me.
- Online, on the internet, I'm also active, on different social media.
- Also in my daily work, a warm atmosphere and openness in my team is a must. Working together on a professional level is an absolute minimum, but I like to go the extra mile, so there's room for trust and mutual understanding.

## POINTS OF INTEREST

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### STRENGTHS

**Critical**, to the point, and **vigorous**, they say sometimes.

Very inquisitive when it comes to new things, and persistent when I need to solve a nasty problem.

I will do whatever it takes to get the job done, and whatever beyond is necessary.

Always with an **open mind**, I like to enrich my life, but without too much compromises to my values, always happy to broaden my horizon, and not only in my work.

My desk isn't always as clean as it could be, but what I deliver, surely is.

For me, not only *what* I deliver is my concern, but as important, **how** I deliver it.

Content is the essence, but doesn't do it when it's not wrapped in a nice and functional wrapping paper.

My standards are set pretty high, because I believe you must constantly try to **improve** yourself and the products you deliver, something I also consider as a minimum standard from my colleagues. Status quo is not an option.

Stress has a **positive effect** on me, as long as it doesn't take too long, or weighs too much on my shoulders.

In unnerving situations, I can keep my head cool, thus relieving my colleagues of unnecessary ballast, and everyone can do their job.

You know immediately what you can **expect** from me, and what bothers me.

In that sense, I'm not such a great poker player, but don't let this fool you.

If I disagree, it's quite a job to persuade me, but when your arguments do convince, I'll happily change my view on things.

Most of the time, I'm pretty **attentive**, so I'm pretty fast in assessing situations, or people.

Fascinating sometimes, because a lot of people find it hard to express themselves and/or their opinion at the right time.

**Learning** never stops for me.

I expect that also of the people I work with.

Ten years ago, I graduated as a high school teacher, and that still makes me tingle from time to time.

Once a year, I did teach at Syntra Mechelen, and also in my work, I've been a trainer, speaker, developer of manuals for users, ...

Translating 'IT' into 'Business' is a challenge. Most of the time they tend to speak two different **languages**.

It's not easy, but it is rewarding trying to tune in to each other.

## WEAKNESSES

The fact that I'm not that easily convinced is sometimes also a weakness: I can be a *testa dura*, very stubborn. Not unreasonable, but rather hard to persuade.

Also, I'm very bad in *faking* things, but I rather see that as a little more positive quality. If I don't like the way certain things are going, or something is bothering me, you can read that on my face.

Sometimes, I can be very *impatient*, especially when I'm myself under quite a bit of pressure.

On this level, I expect the necessary *diligence*, not only between IT colleagues, but on all levels. I tend to get nervous when I sense that people aren't even trying to think along.

## HOBBIES, PASTIMES, ...

My work is mainly my passion.

Outside my work, I spend my time among friends and (but fewer) behind my pc.

For a few years, I was the webmaster of three websites, with the help of Joomla, B2Evolution, eGroupware and others.

I can't exist without (lots of) people around me; I need the social contact, but also enough space to do my thing.

Somehow, I always end up organizing things or leading conversations or decisions, without trying to force my ideas onto anyone.

I enjoy planes and trains, love to write and travel, without keeping the world from my eh.. well.. some sense of humor.

Astronomy and science make me forget the world around me, but time keeps me from enjoying this enough.

Travelling, gastronomy, music, culture, life's just too short.

Even though horoscopes actually frighten me a bit, I'm pretty much an average Gemini.

Lots of interests, but when I can't convince myself of the use or the relevance, the enthusiasm fades very fast.

My Latin education woke up my love for the written word, and so it may not surprise you to find some articles from me on the net, let's say on <http://blog.morsipulami.be>. Nowadays, it's rather difficult to find time to write, but the urge is still there.

## ASPIRATIONS

My professional life is about to pass the first fourteen year's milestone, and it has been quite fascinating so far.

In the sense that I now know which keywords I'd like to see in my job description.

I don't want to just have to blindly execute things, I need to be able to challenge and develop myself, to put my own creativity at work in my job, thus needing the necessary freedom.

For the moment, my job is pretty localized, but I wouldn't mind travelling a bit more.

