

# Olivier CASTIAUX

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## Experiences - Summary

- From 2021/09 to present : Trainer for 3 "Business Analyst Diplomas" - *LLLC* – shift schedule  
- *Initiation to Business Analysis*  
- *Guide to Technical Development*  
- *Guide to Business Development*
- From 2020/08 to present : Freelance Business Analyst - *CACEIS* – Project CUPS  
(*Caceis Unified Payment System*)
- From 2019/09 to 2020/07 : Freelance Business Analyst - *BGL BNP Paribas* – Project Instant Payment
- From 2019/04 to 2019/09 : Freelance Business Analyst - *BGL BNP Paribas* – Project Payment
- From 2017/04 to 2019/03 : Freelance Business Analyst - *BGL BNP Paribas* – Project MiFID II
- From 2016/11 to 2020/12 : IT Trainer in a "Business Analyst" training course - *Bruxelles Formation*
- From 2015/09 to 2017/04 : Freelance Business Analyst - *Le Forem*
- From 2015/09 to 2016/04 : Freelance BI Qlikview Consultant - *Hyla Mobile*
- 2015/07 : Founder of *ctrlKey*, own company active in IT consultancy
- From 2013/01 to 2015/08 : Business Analyst and BI Specialist - *Hyla Mobile*  
(new name for *eRecyclingCorps*)
- From 2011/01 to 2012/12 : Business Analyst - *Edenred* (new name for *Accor Services*)
- From 2008/09 to 2010/12 : Project Leader - *Smals*
- From 2005 to 2008/08 : Business Analyst - *Smals*
- From 2003 to 2004 : Instructor in the Communication and Information Systems School - *Belgian Army*
- From 2002 to 2003 : Logistic Manager – Vehicles - *Belgian Army*
- From 2000 to 2002 : Logistic Manager - Telecommunication Systems - *Belgian Army*

## Trainings

- 2021 : University Degree in **Sophrology** (2 years training)
- 2017/02 : Analysis and Conception with **UML 2.0** - Egilia
- 2016/07 : **BPMN** Certification
- 2015/03 : **NPrinting** Course - Emark (Slovakia)
- 2014/12 : Personal **QlikView Developer** Course - Emark (Slovakia)
- 2013/04 : **QlikView Designer** Course - Agilos
- 2004 : University Degree in **IT and Companies' Management** (shift schedule) - Free University of Brussels  
(**ULB**)  
Rank : Distinction  
Asset : - knowledge in analysis and programming methods  
- knowledge in companies' management
- 1999 : Degree in Logistics for the Armed Forces
- 1998 : University Degree in **Social and Military Sciences** - Royal Military Academy (**RMA**)  
Rank : Distinction  
Asset : - statute of officer of the Armed Forces  
- leadership and teamwork  
- sense of responsibilities and organization
- 1994 : CESS option Sciences - IT

## ***IT Knowledge***

Analysis methods and languages	: RUP, UML, AGILE (SCRUM), BPMN
BI tools	: QlikView Design and QlikView Development, administration of QlikView Servers, NPrinting
Networks	: Development, Administration of LANs
Operating Systems	: Linux, Windows, Mainframes
WEB	: Creation, administration of sites, knowledge in CMS (joomla)
Programming languages	: Knowledge in SQL, XML, XSD, XSLT, HTML, CSS Scripting (bash, awk) Basic knowledge of Perl Basic knowledge of RegEx (Regular Expressions) Basic knowledge of SAS Enterprise Basic knowledge of Java Notions of Cobol,.net
Data Bases	: Oracle, MySQL, SQL Server, PostgreSQL
Testing	: V-Model, Defect Management ; Jira, TFS, HP Quality Center, Marathon, SOAPUI
Office tools	: Microsoft Office suite, Lotus Notes, Project Management Tools (PS-Next, Microsoft Project) LibreOffice Suite Vim
Modeling Tools	: Enterprise Architect , Balsamiq, Visio, drawio

## ***Languages***

French	: Mother tongue
English	: Oral and written knowledge
Dutch	: Oral and written knowledge

## ***Others***

Driving license	: A, B, BE, C
Social qualities	: Good communication, facility of integration, dynamism, honesty, broadmindedness.
Defect	: Permanent need for learning
Centers of interests	: IT, leisure trips organization, motor bike, 4x4, hiking, human relations, squash.

**ctrlKey** Headquarter

Belgian  
Born on June the 21<sup>st</sup>, 1976 (45 years old)

32 route de Gilsdorf  
L-9234 DIEKIRCH  
LUXEMBOURG

## Experiences – Detail

### ➤ From 2021/09 to ... : Trainer for 3 “Business Analyst Diplomas” (LLLC – Luxembourg Lifelong Learning Centre)

In collaboration with the Luxembourg Lifelong Learning Centre (LLLC), we have set up **3 diplomas based on the job of Business Analyst**. These trainings are provided in the evening (shift schedule).

The first one, “**Initiation to Business Analysis**”, is an introducing training to get the basics of IT software development, learning methodologies like RUP and AGILE, learning how to proceed with change management.

The second one, “**Guide to Technical Development**” dives into the IT development, learning how databases work, learning basics of SQL, of programming language, and going into the fundamentals of business analysis using UML, defining tests scenarios and creating a mock-up of an application.

The third one, “**Guide to Business Development**”, focuses on designing and optimizing enterprise's processes using BPMN and having an introduction about GDPR, Project Management,...

### ➤ From 2020/08 to present : Freelance Business Analyst at CACEIS – Project CUPS (Caceis Unified Payment System)

In August 2020, I decided to rise to a new challenge and joined CACEIS to work on their implementation of a new complete payment system.

The chosen solution is the integration of a platform developed by a third party.

My responsibilities are :

- ➔ To define the access rights / access levels of the users, about functionalities and data access.
- ➔ To realize the integration with the UAM (User Access Management) used by CACEIS
- ➔ To develop and test a calendar service (integration of current referential into the new platform) based on XML.
- ➔ To define the needed archiving and put it in place

Beside these activities, I had the opportunity to take back the work of a colleague on track for another challenge. Therefor, I was involved in the Remediation Plan of the Credit Agricole SA with OFAC (Office of Foreign Assets Control) which consists to create an EWRA (Enterprise-Wide Risk Assessment) reporting.

To achieve this, I had to **dive into complete new technologies** : **SAS Enterprise** and **Perl / RegEx**.

Then, learning **Perl**, I received the task to create Perl programs to anonymize data and conduct volume tests, stress test, ...

I also received the task to develop, in **Java** (yet another language to learn), a program to put messages with JMS Properties into MQ queues.

#### ● Activity Domains

- x Business / Functional Analysis
- x Business Process Definition
- x SAS Development
- x Perl and RegEx Development
- x Java Development
- x Volume, Stress tests...

#### ● Environment

- x UML
- x BPMN
- x XML – XSD
- x SharePoint
- x SAS Enterprise
- x Perl, RegEx
- x java
- x Websphere MQ
- x Eclipse
- x Vim

- Acquired Skills
  - ✓ Perl with RegEx Development (basics)
  - ✓ SAS Enterprise (basics)
  - ✓ Java Development (basics)

➤ **From 2019/10 to 2020/07 : Freelance Business Analyst at BGL BNP Paribas – Project Instant Payment**

Beginning of October 2019, BGL decided to change the roadmap and to jump into Instant Payment, in collaboration with the headquarters of BNP Paribas.

My responsibilities are to understand :

- ➔ The whole Instant Payment Scheme / Process
- ➔ The implementation done by RT1 and the link with TARGET2
- ➔ The format of messages exchanged (pacs.008, pacs.004, camt.054,... - Understanding of ISO20022)
- ➔ The participation modes (Direct Participant, Direct Participant with Liquidity Service Provider, Indirect Participant)
- ➔ The reporting for Reconciliation Process
- ➔ The information provided to the client (notifications / statements)
- ➔ The integration with AML tools

- Activity Domains

- x Business / Functional Analysis
- x Business Process Definition

- Environment

- x UML
- x BPMN
- x XML – XSD
- x SharePoint

- Acquired Skills

- ✓ SCT Instant Payment Scheme

➤ **From 2019/04 to 2019/09 : Freelance Business Analyst at BGL BNP Paribas – Project Payment**

BGL, in collaboration with the headquarters of BNP Paribas, wants to create a completely new platform to manage the payments (Payment Engine).

The project is a long term project and is divided into several steps. The first step is to manage the SEPA Credit Transfer OUT.

My part of responsibilities is to analyze several parts of the project :

- ➔ Information exchanged with EBA (Euro Banking Association)
- ➔ Information exchanged with the (new) central platform (located in the BNPP's headquarters, not in BGL)
- ➔ Reconciliation of executed payments and reports from EBA
- ➔ Settlement of payments
- ➔ Specific application for Police (Money laundering)

- Activity Domains

- x Business / Functional Analysis
- x Business Process Definition / Redaction

- Environment

- x UML
- x BPMN
- x XML – XSD
- x SharePoint

- Acquired Skills

- ✓ Banking knowledge
- ✓ **SEPA Credit Transfer**

*<< Project frozen by Headquarters beginning of October 2019 >>*

➤ **From 2017/04 to 2019/03: Freelance Business Analyst at BGL BNP Paribas – Project MiFID II**

MiFID II is applicable on the 3<sup>rd</sup> of January 2018.

In April 2017, I entered a running project : to set up the Transaction Reporting which must be sent to the regulator (ESMA via CSSF). The Transaction Reporting is an XML report and is set up of 65 fields. Information about the buyer, the seller, the trade, the market venue, the financial instrument,... must be sent, and that for every eligible trade made by BGL.

I worked on the Transaction Reporting on a specific part : when orders are sent via third parties to BGL. Indeed, depending on the fact that the third party is located inside or outside EU, that the third party accept the Delegation Reporting or not (Delegation Reporting is the fact that BGL do the Transaction Reporting itself, and the third party has nothing more to do), some fields of the Transaction Reporting must be differently fulfilled.

I also worked on the integration of a second platform to the Transaction Reporting (for orders placed for the own account of the bank).

I took part of the whole testing of the Transaction Reporting, and after this project, I worked on other MiFID topics, especially reporting and alerts which must be sent to clients.

- Activity Domains

- x Business / Functional Analysis
- x Business Process Definition / Redaction
- x Testing management and execution
- x Defect Management

- Environment

- x UML
- x BPMN
- x XML – XSD - XSLT
- x QC
- x SharePoint

- Acquired Skills

- ✓ Banking knowledge
- ✓ MiFID II
- ✓ Transaction Reporting

➤ **From 2016/11 to 2020/12: IT Trainer in a “Business Analyst” training course (Bruxelles Formation)**

A “Business Analyst” training course is provided by Bruxelles Formation for people who want to take challenges in a new career.

I provided IT methodology and UML trainings for this audience.

● Acquired Skills

- ✓ UML
- ✓ Teaching

➤ **From 2015/09 to 2017/04 : Freelance Business Analyst at Le Forem**

Le Forem has received new responsibilities that were before at Federal level. I was involved in the analysis of the project "Titres-Services".

Analysis was done in UML, first with RUP methodology then AGILE was introduced in the team.

The project consists to provide to the Regional level (Région Wallone) the needed tools (databases, web applications, file transfers,...) to let them manage this new competence, and this respecting the new rules that the region introduced.

Another important part of this project is to provide to the Region some “fraud indicators”, doing this by matching data from several sources.

● Activity Domains

- x Business / Functional Analysis (first RUP, UML, then introduction of AGILE)
- x Business Process Definition / Redaction
- x Testing management and execution
- x Defect Management

● Environment

- x RUP
- x Agile (sprints of 2 weeks)
- x UML
- x BPMN
- x .net
- x SQL Server
- x TFS
- x SharePoint
- x Enterprise Architect
- x Balsamiq

● Acquired Skills

- ✓ UML
- ✓ BPMN
- ✓ AGILE

➤ **From 2015/09 to 2016/04 : Freelance BI Qlikview Consultant at Hyla Mobile**

In agreement with my ex-employer, I decided in August 2015 to stop my career as an employee in Hyla and continue to work for the company as a freelance BI QlikView Consultant.

● Activity Domains

- x Analysis of required reporting
- x Design
- x Development / Scripting
- x Automation of reporting
- x Server / Licenses Management
- x End Users Training

● Environment

- x QlikView (Server & Publisher)
- x NPrinting

➤ **In 2015/07 : Creation of ctrlKey**

In July 2015, I created my own company, ctrlKey, mainly active in IT consultancy.

● Activity Domains

- x Business Intelligence (QlikView)
- x Business / Functional Analysis (UML, RUP, AGILE)
- x Testing management and execution
- x Defect Management
- x Production Support and Control
- x Project Management
- x Trainings

➤ **From 2013/01 to 2015/08 : Business Analyst and Business Intelligence Specialist at eRecyclingCorps/Hyla Mobile**

In January 2013, I joined eRecyclingCorps (which changed the name to Hyla Mobile) as Business Analyst but I quickly got involved into Business Intelligence responsibilities.

● Activity Domains

- x As Business Analyst
  - x Modeling Business Requirements and writing Functional Specifications / Stories (AGILE) for Development Team (outsourced in India)
  - x Testing
    - Redaction of test cases
    - Execution of test cases, non-regression tests
  - x Production Support and Control
- x As BI Specialist
  - x Analysis of required reporting
  - x Design
  - x Development / Scripting
  - x Automation of reporting
  - x Server / Licenses Management
  - x End Users Training

- Environment

- x Agile (sprints of 3 weeks)
- x .net
- x SQL Server / PostgreSQL
- x Jira
- x QlikView (Server & Publisher)
- x NPrinting

- Acquired Skills

- ✓ BI and Data Warehouse Concepts
- ✓ SQL Scripting
- ✓ QlikView Scripting
- ✓ QlikView Design
- ✓ QlikView Server and Publisher Management
- ✓ AGILE organization
- ✓ Collaborative work with abroad resources (USA, EU, India)

➤ **From 2011/01 to 2012/12 : Business Analyst at Edenred**

In January 2011, I joined Edenred (the new name of Accor Services) to work on the Electronic Ticket Restaurant Project as Business Analyst.

- Activity Domains

- x Interviews with Business Teams to understand their needs
- x Translation of Business Process to workflows
- x Modeling Business Requirements and writing Functional Specifications for Development Team (outsourced to Cap Gemini)
- x Writing of Change Requests
- x XML Schema definition (XSD) / XSLT
- x Testing
  - x Redaction of test cases / test scenarios
  - x Execution of test cases, integration tests, system tests, non-regression tests, acceptance tests
  - x Coverage and Execution Reporting
  - x Coordination
  - x Management
  - x Some automation (with awk)
- x Production Support and Control

- Environment

- x .net
- x SQL Server / Oracle
- x HP Quality Center
- x awk

- Acquired Skills

- ✓ Interpretation of Business needs and translation to Requirements and Functional Specifications and Workflow
- ✓ Creation of a "Referential" including « Features », « Screens », « Process », « Test cases » in order to check Tests Coverage and Follow-up of Test Runs
- ✓ Change Management (Quick reaction to new priorities)
- ✓ Collaboration with several departments / teams
- ✓ Collaborative work with abroad resources (Paris)
- ✓ Pre and Post Payment Methods
- ✓ PrePaid Cards use
- ✓ Authorizing Payments Systems
- ✓ Clearing, Data Reconciliation
- ✓ Expertise in Test Software Management



➤ **From 2008/09 to 2010/12 : Project Leader at Smals**

In September 2008, I took the lead of the team “CPAS” of Smals. This team developed applications for the Public Service of Programmation – Social Integration.

● Activity Domains

- x Project Management
- x Project Charts
- x Cost Estimation
- x Planning Management
- x Budget Management
- x Coordination (with several teams to put applications to PRODUCTION)
- x People Management (up to 25 analysts and developers)
- x Coaching

● Environment

- x Java (Web Applications, Web Services,...)
- x Oracle
- x XML / XSD
- x JIRA
- x PS-Next

● Acquired Skills

- ✓ Project Management
- ✓ Change Requests Management
- ✓ Costs estimations
- ✓ Budget Management
- ✓ Planning
- ✓ Team / People Management
- ✓ Coaching
- ✓ Delegation

➤ **From 2005/01 to 2008/08 : Business Analyst at Smals**

As Functional Analyst, I reached the “Pension Register” team. All Pension Declarations (legal and extra-legal) from more than 3.000 companies were sent to Smals every month. The team managed and developed all applications and the database related to those declarations.

● Activity Domains

- x Interviews with Business Department (inside and outside Smals) to understand Business needs
- x Translation of Business Process to workflows
- x Business Process Management
- x Modeling Business Requirements and writing Functional Specifications
- x XML Schema definition (XSD)
- x Testing
  - x Redaction of test cases / test scenarios
  - x Execution of test cases, integration tests, system tests, non-regression tests, acceptance tests
  - x Test Coverage and Execution Reporting
  - x Coordination
  - x Management
  - x Automation
- x Documentation for End User

- Environment

- x UML (Use cases / Sequence Diagram / Activity Diagram)
- x Cobol / Java
- x Oracle
- x XML / XSD
- x System Architect
- x JIRA
- x PS-Next

- Acquired Skills

- ✓ EUP Methodology
- ✓ Analysis of needs and requirements, translation to workflows and IT specifications
- ✓ Evolution Plan / BPM given interesting ROI
- ✓ Problems summary, proposition of mitigation
- ✓ Translation of requirements to technical specifications, in collaboration with architects
- ✓ UML modelling (Activity and Sequence Diagrams, Use Cases)
- ✓ Costs estimation
- ✓ Tests activities (coordination, writing, execution, automation,...)
- ✓ XSD / XML
- ✓ Oracle, SQL
- ✓ Tools like SOAPUI, Marathon, XMLSpy, InfoMaker, SqlTools, Squirrel, System Architect...

➤ **From 2003 to 2004 : Instructor in the CIS School of the Belgian Army**

In 2003, I reached the Communication and Information Systems School (CIS School) to learn and then provide trainings related to an IT application dedicated on Battlefield Management. Trainings were for installation and configuration for administrators and for end users. I also provided trainings on IT security (basics)

- Activity Domains

- x Installation and configuration of dedicated Battlefield Management application
- x Training to administrators for this application (FR + NL)
- x Training to end users (FR + NL)
- x Training on IT Security (FR + NL)

- Environment

- x Windows 2000 Server
- x Windows Exchange Server
- x Ethernet
- x Oracle

- Acquired Skills

- ✓ Installation and use of Windows Server (Windows2000 server)
- ✓ Installation and use of Exchange Server
- ✓ Installation of Oracle Database and replication on others servers
- ✓ Use of Battlefield Management Software
- ✓ Instructor
- ✓ Dutch knowledge

➤ **From 2000 to 2003 : Logistic Responsible at Belgian Army**

First responsible for a supply team for telecommunication material in a high level logistic complex, I then had the same role but for supply of vehicles.

- Activity Domains
  - x Logistic Management
  - x People Management (up to 30 people)
  
- Acquired Skills
  - ✓ People Management
  - ✓ Team Coordination
  - ✓ Quality Control
  - ✓ Stock Management
  - ✓ Military Systems