Curriculum Vitae

Gert RB Schepens

Agile Coach & Transformation Leader — The Human Side of Technology



I shine in IT Product Owner roles, let's make some web apps and their APIs.
In challenging Scrum Master or Agile Coach missions; I'll come help out your ailing teams.
And I build agents that ship, and help organizations adopt AI without losing their humanity.

Driven by curiosity, guided by experience. I bring over 20 years of hands-on expertise in tech, product, and team leadershipfrom Linux systems to cloud-native platforms, from early-stage ideas to enterprise transformations. My roots uniquely lie in both classic PRINCE2 delivery and a deeply agile mindset, coaching teams and leaders alike. Ive led product ownership across API, data, and privacy domains, built MVPs as startup CTO, and helped large-scale organizations navigate digital change. Spanning the full product needs ftom the technical side to user journey design, down to marketing. Five years deep in AI from early OpenAI API experiments in 2021, through enterprise AI evaluation in GxP-regulated biotech, to full agentic engineering on edge hardware.
With a strong foundation in infrastructure, data, and development, I thrive at the intersection of delivery, architecture, and strategy.

Im also a seasoned trainer, workshop facilitator, and published author - passionate about clarity, collaboration, and making complex systems work for real people.

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Personalia

Name	Gert RB Schepens
City	Lede
Email	gert@dgtl.be
LinkedIn	https://www.linkedin.com/in/gertschepens
Languages	English (Fluent), Français (Advanced), Nederlands (Moedertaal)

Career highlights

Founder & Editor-in-Chief — Handheld Gazette (2026 - Present)
Founder & Product Lead — SmartCVWriter.com (2026 - Present)
Founder & Product Lead — InsightLab.be (2025 - Present)
Storyteller — TeamPlay Lab (2025 - Present)
Agile Coach — CureVac (2025 - 2026)
Agile Expert for Operational Excellence — Proximus (July 2024 - January 2025)
Agile Expert for the Flanders Sales Teams — Proximus (February 2024 - July 2024)
Co-Founder & CTO — Social Paragraph (2021 - 2022)
Head of Digital Innovation — Savion Ray (2022 - 2022)
Product Owner. Privacy Management & GDPR — Proximus (Dec 2020 - May 2022)
Agile coach & Scrum master for IAM — Proximus (2019 - 2025)
Scrum Masters CoP Lead — Belfius (Apr 2019 - Jun 2019)
Project Lead & Solution Designer — Belfius (2017 - 2018)
Trainer — Gamified (2016 - 2019)
Project Manager — Chancellery of the Prime Minister of Belgium (2016 - 2017)
Co-Founder — Gent Lean Coffee (2016 - 2022)
Managing Partner & CTO — schip.gent (2016 - 2022)
Agile Cloud Consultant. Architect, Infra team lead — Agentschap Wegen & Verkeer (2014 - 2016)
Project manager & Perl Specialist — Ghent University (2008 - 2014)
Linux & Open Source Consultant — Cronos Groep (2008 - 2009)
System Administrator — 2Mpact (2007 - 2008)

Experience

Handheld Gazette — Founder & Editor-in-Chief (2026 - Present).
SmartCVWriter.com — Founder & Product Lead (2026 - Present). Founder & Product Lead at SmartCVWriter, building and selling an AI-powered CV optimization tool that processes voice recordings, PDFs and other data sources into polished, exportable CV profiles using AWS services and agentic workflows. The platform merges multi-source data and is developed using AI-assisted development and deployment pipelines. Sales driven through catered marketing pipelines, focussing on user journeys through the product from curiosity to buying and using the product.
InsightLab.be — Founder & Product Lead (2025 - Present). Founder and Product Lead at InsightLab.be, building a digital health platform that uses AI to interpret medical test results and generate personalized health reports for patients. Rebuilt the platform in 2026 using AWS services including Bedrock, Lambda, and Svelte 5, with a focus on privacy-first architecture.
TeamPlay Lab — Storyteller (2025 - Present). Storyteller at TeamPlay Lab, designing and facilitating experiential learning sessions through game-based scenarios to enhance team collaboration, communication, and problem-solving skills. Uses narrative-driven approaches to create immersive, impactful learning experiences that foster trust and psychological safety.
CureVac — Agile Coach (2025 - 2026). Led Agile transformation and introduced AI-assisted workflows at CureVac, restructuring teams into specialized units for scientific exploration and cloud industrialization in a GxP-regulated biotech environment. Focused on building psychological safety and mediating conflict while implementing private LLMs, GitHub Copilot, and AI-assisted delivery chains with full regulatory traceability.
Proximus — Agile Expert for Operational Excellence (July 2024 - January 2025). Brought agility and operational improvements to Proximus' sales management teams by streamlining reporting and

establishing consistent rhythms, helping them work more efficiently within their existing toolset.
Proximus — Agile Expert for the Flanders Sales Teams (February 2024 - July 2024). I acted as Agile Expert for Proximus' Flanders Sales Teams from February to July 2024, focusing on team spirit, skill challenges, and WSJF impediments to guide them toward integration into the Proximus NXT IT group. Working with their Salesforce flows to help smoothe out pain points and capitalize on their joint pain points. I emphasized Agile principles over strict methodologies, evaluating AI tools to enhance sales reporting and impediment tracking.
Social Paragraph — Co-Founder & CTO (2021 - 2022). Co-founded Social Paragraph, an early OpenAI API grantee, to develop a social media content automation platform. Pivoted from AI-generated content to human-driven automation after discovering severe hallucination issues and platform policy restrictions.
Savion Ray — Head of Digital Innovation (2022 - 2022). Led digital innovation at Savion Ray, introducing advanced web techniques and data-driven testing to elevate client websites beyond legacy standards.
Proximus — Product Owner. Privacy Management & GDPR (Dec 2020 - May 2022). Product Owner for Privacy Management and GDPR APIs at Proximus (Dec 2020 - May 2022), leading a growing team of Java developers to deliver critical, high-availability applications with 99.9% uptime while modernizing legacy systems away from LDAP and JBoss.
Proximus — Agile coach & Scrum master for IAM (2019 - 2025). As Agile Coach and Scrum Master for IAM at Proximus from July 2019 to January 2024, I restructured and revitalized a large, struggling SAFe-like team of over 40 members. I implemented effective agile practices, established clear visibility and communication, and guided the team through a successful transition to remote work during COVID-19, ensuring continuous delivery and predictability.
Belfius — Scrum Masters CoP Lead (Apr 2019 - Jun 2019). Led the Scrum Masters Community of Practice at Belfius for three months, fostering knowledge sharing and collaboration across the bank's agile teams to strengthen agile practices and support continuous learning.
Belfius — Project Lead & Solution Designer (2017 - 2018). Project Lead & Solution Designer at Belfius (Dec 2017 - Oct 2018), leading internal projects and bridging agile teams with traditional stakeholders using Prince2 and Scrum methodologies. Enabling new features and maintenance to their Sitecore frontend and in house applications
Gamified — Trainer (2016 - 2019).
Chancellery of the Prime Minister of Belgium — Project Manager (2016 - 2017). Project Manager tasked with restoring a struggling government project to effective Prince2 governance, navigating complex stakeholder dynamics and rebuilding trust to re-establish stable delivery.
Gent Lean Coffee — Co-Founder (2016 - 2022). Co-founded and organized the renowned Gent Lean Coffee meetup, a professional meetup group focused on knowledge sharing and collaborative problem-solving and ran it from 2016 to 2024. Led meetings and fostered a community environment for cross-functional learning and discussion.
schip.gent — Managing Partner & CTO (2016 - 2022). At schip.gent, our startup studio, I led across all roles required to bring early-stage ideas to life from product design and ownership to technical prototyping and venture shaping. I co-developed and led products like the Social Paragraph content automation platform (a web based platform with smooth UX/UI, and including its browser plugin), and prototyped hardware-enabled concepts like StreetCharges. With Samay we built human services for humans, leveraging the CRM landscape and Salesforce marketing and service cloud. Building on user journeys and leveraging marketing strategies. Lean startup in practice, no external funding; just resourcefulness, adaptability, and relentless iteration. This period sharpened my entrepreneurial mindset and gave me end-to-end experience in building digital products from zero to launch and user adoption.
Agentschap Wegen & Verkeer — Agile Cloud Consultant. Architect, Infra team lead (2014 - 2016). Led a major infrastructure modernization at Agentschap Wegen & Verkeer, migrating from waterfall-managed bare metal to an agile cloud environment using Amazon Cloud, DevOps, CI/CD, and microservices preparation. Designed and implemented automated, secure cloud architectures with Confluence, Jira, GitLab, and Nexus to support 30+ applications across Java, PHP, and Ruby on Rails.
JCI Aalst — Communications Director (2014 - 2015).
Ogilvy — Tech audit (2013 - 2013).
Prophets — Tech audit (2013 - 2013).
HaLe Communications — System Engineer (2013 - 2013).
JCI — Member (2013 - 2019).
DGTL bv — Entrepreneur-at-large (2012 - Present). Founder and technical lead at DGTL bv since 2012, operating as an entrepreneur, systems engineer, Agile expert and project manager. Built and evolved the

company from a one-man consultancy into a respected technical services entity. Delivered infrastructure overhauls, cloud migrations, product development, and technical writing across diverse industries.
Open-Future — Linux & Open Source consultant (2009 - 2012).
DGTL bv — Writer (2009 - 2015).
Ghent University — Project manager & Perl Specialist (2008 - 2014). Project Manager & Perl Specialist at Ghent University (2008-2014), leading development of event management and payment systems, integrating secure payment processing and managing stakeholder alignment.
Cronos Groep — Linux & Open Source Consultant (2008 - 2009).
2Mpact — System Administrator (2007 - 2008).

Education

Bachelor in de Toegepaste Informatica in Specialisatie Systeem administratie Hogeschool Gent

2002 - 2008

Skills

Soft skill: Change management, AI transformation leadership, AI content generation, Communication, Emotional intelligence, Team Leadership, AI writing and thought leadership, Analytical Skills, Product Development, Team motivation, Conflict mediation, Stakeholder management, AI-assisted product development
Framework/Tool: Bacula, OpenAI Codex, Drupal, Sigil (sigil-obsidian), Amazon Bedrock, GitHub Actions, LAMP, Jira, Samba, fal.ai API (Flux), Traefik, Character MCP, Astro 6, fal-bridge, ElevenLabs API, ffmpeg, OpenAI API, Portainer, Ollama, Nexus, Confluence, Svelte 5, Thinstigator, OpenClaw agent platform, Pi Sentinel, SVN, GitLab CI/CD, Home Assistant
Domain knowledge: Network infrastructure, AI ROI and metrics analysis, AI in enterprise and regulated environments, AI and LLM technology, AI-assisted embedded firmware, AI psychology and communication, Social media API integration, Client-side encryption, Payment integration, AI in healthcare and medical data, Privacy-first health data architecture, AI media production, Agentic engineering, Corporate AI critique, privacy-first health data handling, Privacy Management and GDPR, AI and human collaboration models, Content automation
Practice/Activity: Scrum mastering, Community of Practice leadership, Multi-channel agent communication, AI product architecture, AI-assisted CI/CD pipeline monitoring, Product ownership, Technical auditing, ACP harness integration, Edge AI deployment, Automated email triage, AI-assisted infrastructure operations, AI research pipeline design, Agent cron workflow design, Startup incubation, Voice-to-product pipeline design, Agentic server operations, AI-assisted network management, Agentic static site generation and deployment, AI-assisted firmware development, Subagent spawning and coordination, AI editorial workflow, TaskFlow orchestration, Multi-agent publication pipeline, AI-powered video production pipeline, Agent voice I/O
Platform/Cloud: AWS SAM, Synology NAS, AWS Secrets Manager, Raspberry Pi 5, AWS Transcribe, AWS DynamoDB, AWS SSM Session Manager, Azure Cloud, ESP32-S3, AWS ACM, AWS Route53, AWS CloudFront, AWS Cognito, OpenWrt, Amazon Cloud, AWS EC2, Docker, AWS Lambda, AWS S3, Linux
Methodology: Agent memory architecture, hallucination detection, Multi-agent orchestration, AI transformation strategy, Agentic systems design, Continuous Integration, Pragmatic Lean, Scrum, AI pitfalls and risk assessment, ITIL light, Prompt engineering, Microservices, MCP server design, AI compliance and governance, Corporate AI walled garden analysis, DevOps, Model selection and routing, PRINCE2, Continuous Deployment, GxP-regulated AI deployment, Hallucination detection and data validity assessment, Agile Methodologies, Psychological Safety, Context window management, SAFe, WSJF, Enterprise AI evaluation
Language: C++, Ruby on Rails, SQL, Java, Perl, Python, JavaScript, PHP, Bash scripting, TypeScript

Certifications

JQuery (UGent 2011)

PRINCE2 Foundation (QRP International 2016)

Improvisation for Success (JCI 2013)

JCI Jumpstart, JCI Achieve, JCI Impact (JCI 2013)

Relationship Styles (JCI 2014)

RedHat Certified Technician (RedHat 2009)

SAFe basics (Belfius 2019)

Scrum Master (2016)

Trainer (JCI 2013)

Advanced Puppet for Puppet Masters (Redhat 2011)

Presenter (JCI 2013)

Creatieve Generalist (2016)

Mijn persoonlijke doelstelling (SBS 2014)

Public speaking class (Kirsten Ujvari 2015)

PRINCE2 Practitioner (QRP International 2016)

Introduction to Psychology (Coursera Yale 2019)

Interests

Games fan, Book enthusiast, Roleplayer, Cat lover, BJJ-er, Climber, Tech geek, Comics reader, Snowboarder, Father, AI adventurer

Other sites

DGTL: https://www.dgtl.be
About: https://about.gertschepens.be
Substack: https://digitalgert.substack.com
Handheld Gazette: https://handheldgazette.games
ScrumDark: https://scrumdark.com
TeamPlay Lab: https://teamplaylab.be
SmartCVWriter: https://smartcvwriter.com
GitHub: https://github.com/DigitalGert
GitLab: https://gitlab.com/DigitalGert

The long version

Every role and every detail behind this CV, in full. The whole picture instead of a summary.

I shine in IT Product Owner roles, let's make some web apps and their APIs.

In challenging Scrum Master or Agile Coach missions; I'll come help out your ailing teams.

And I build agents that ship, and help organizations adopt AI without losing their humanity.

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With a strong foundation in infrastructure, data, and development, I thrive at the intersection of delivery, architecture, and strategy.

Im also a seasoned trainer, workshop facilitator, and published author - passionate about clarity, collaboration, and making complex systems work for real people.

• **Email:** gert@dgtl.be

• **Current position:** Agile Coach & Transformation Leader

• **Field:** The Human Side of Technology

• **City:** Lede

• **LinkedIn:** https://www.linkedin.com/in/gertschepens

• **Languages:** English (Fluent), Français (Advanced), Nederlands (Moedertaal)

EXPERIENCE

Founder & Editor-in-Chief Handheld Gazette (2026 - Present)

Technologies: Multi-agent pipeline design, AI content generation, AI editorial workflow, cron-based autonomous publishing, static site generation, 5-agent orchestration

I founded and built Handheld Gazette, an editorial site entirely created and run by AI to review commercial handheld game releases across platforms like Game Boy, GBC, GBA, and PICO-8. Since January 2026, Ive developed and maintain a fully automated, agent-driven publication pipeline that processes new game discoveries, generates high-quality reviews, handles deployments, rotates weekly featured content, and conducts quality audits all operating on a strict weekly cron schedule. The platform has published over 266 game reviews and documented 20 hardware items, with 138 commits to its repository.

The system uses a five-agent architecture orchestrated for editorial quality and consistency: one agent discovers new games, another generates and refines reviews, a third manages deployments, a fourth handles the weekly featured game rotation, and a fifth performs continuous quality and link audits. This isnt just AI-generated text its a robust pipeline with built-in editorial controls and autonomous publishing capabilities.

Technically, the site runs as a static generation workflow with multi-agent orchestration, cron-based triggers, and rigorous quality assurance checks at each stage. The implementation leverages modern tools and practices to ensure reliability, quality, and scalability in an entirely AI-driven publishing environment.

Founder & Product Lead SmartCVWriter.com (2026 - Present)

Technologies: Amazon Bedrock, AWS Transcribe, AWS Cognito, DynamoDB, AWS Lambda, S3, CloudFront, Svelte, Python, AI CV generation, voice-to-text pipelines, multi-source data merging, MCP/API design

As the Founder & Product Lead of SmartCVWriter, I am building smartcvwriter.com an agentic CV optimization platform designed to generate AI-ready CVs from diverse inputs.

The product accepts voice recordings, PDF imports, data dumps and api sources; processes them using AWS Transcribe for transcription, and leverages Amazon Bedrock to create AI-optimized summaries.

The end result is a polished, exportable CV profile available in both PDF and structured formats.

The architecture is entirely AWS-native, utilizing services such as Cognito for authentication, DynamoDB for storage, Lambda for serverless compute, and S3 paired with CloudFront for hosting.

We incorporate multi-source data merging from platforms like Notion and LinkedIn. Additionally, I am developing an MCP/API offering tailored for recruiters.

Notably, the product development process itself is built with an agile team of AI agents. We utilize Claude Code via ACP for feature implementation, and an OpenClaw agent manages deployment and testing.

This makes SmartCVWriter not only a product focused on AI but also one that is actively built leveraging AI to today's fullest capabilities.

Founder & Product Lead InsightLab.be (2025 - Present)

Technologies: Amazon Bedrock, AWS Lambda, Svelte 5, S3, CloudFront, Route53, Python, OpenAI Codex, AI medical data interpretation, client-side encryption, single-use password architecture, privacy-first health data handling

I founded InsightLab.be as a digital health platform focused on empowering patients with clear, AI-driven interpretations of their medical test results. This lab serves as the primary research and product base for all my AI work. I built the original InsightLab product with extensive assistance from OpenAI Codex, creating a blood test analysis platform where users upload PDF blood test results, and the system generates personalized health reports.

I designed a novel privacy architecture where reports are encrypted server-side with single-use passwords, with decryption happening entirely client-side in the user's browser, ensuring the server never accesses decrypted data.

In 2026, I rebuilt the platform as blood.insightlab.be using a modern AWS stack, including Amazon Bedrock for AI analysis, AWS Lambda for serverless compute, Svelte 5 for the frontend, S3 for storage, and CloudFront for CDN.

The platform now uses AI to interpret medical blood test results and generate personalized health reports for patients, facilitating informed conversations between patients and healthcare professionals. The lab continues to be the foundation for all AI research, generating insights that inform subsequent AI products like CV Writer, Handheld Gazette, and ScrumDark.

Storyteller TeamPlay Lab (2025 - Present)

Technologies: Blood on the Clocktower, experiential learning, team building, social deduction games

As the Storyteller at TeamPlay Lab, I specialize in using narrative-driven, experiential learning to enhance team performance and collaboration. My approach centers around designing and facilitating engaging, game-based learning experiences that foster trust, communication, and creative problem-solving among team members. By leveraging social deduction games like Blood on the Clocktower, I create immersive scenarios that mirror real-world challenges, enabling participants to practice conflict resolution, decision-making, and strategic thinking in a safe, memorable environment.

This position requires a deep understanding of group dynamics and psychological safety, ensuring that participants not only learn from the experience but also feel comfortable expressing ideas and perspectives. My work impacts both individual team members and entire organizations by building stronger, more cohesive teams capable of tackling complex problems together. The role blends creativity, facilitation skills, and an intuitive grasp of human behavior to turn abstract concepts into tangible, actionable insights.

I employ a participant-centered approach, tailoring experiences to the specific needs and goals of each team. Whether working with cross-functional corporate teams or smaller project groups, the core objective remains the same: to use storytelling and play to unlock potential, improve performance, and cultivate a culture of continuous learning and adaptability.

Agile Coach CureVac (2025 - 2026)

Technologies: Azure, Python, CI/CD, Private LLMs, GitHub Copilot, Atlassian Confluence Rovo, Azure Cloud, GitHub CI/CD, GxP compliance, AI-assisted workflows in regulated environments, enterprise AI evaluation, Copilot in Teams/Office/Enterprise

At CureVac, I was brought in to help teams developing personalized cancer vaccines within a strict GxP-regulated biotech environment. My focus was on transforming the organization from a frustrated, stagnant state into a streamlined, high-performance group. I achieved this by restructuring the team into two specialized units: one dedicated to rapid scientific exploration and the other to stable cloud industrialization. This 'Pragmatic Lean' model moved away from rigid Agile dogma, establishing a Minimal Viable Agile framework that respected both the need for biotech innovation and engineering rigor.

I facilitated the integration of AI-assisted workflows into this highly regulated pharma setting. This involved a comprehensive evaluation of all available corporate AI tools, exposing significant gaps between security restrictions and actual employee needs. The team leveraged private LLMs for reporting and automation, integrated GitHub Copilot into development workflows, and evaluated tools like Atlassian Confluence Rovo AI.

My role was deliberately focused on the 'human stack' the interpersonal dynamics where AI couldn't reach. I identified and mediated toxic patterns, built psychological safety, and facilitated honest communication across teams and sites. This people-centered approach, combined with technical implementation, transformed the team into a cohesive, high-performing unit capable of sustainable innovation within regulatory constraints.

Agile Expert for Operational Excellence Proximus (July 2024 - January 2025)

Technologies: Jira, Office Suite, agile reporting, AI-assisted workflow analysis

I was brought in to help Proximus' sales management teams adopt agile principles and improve operational efficiency. My focus was on establishing consistent rhythms and simplifying reporting processes using the tools already familiar to the team, rather than imposing new systems. This was a unique challenge, as it involved introducing agility into a traditional office environment without the usual IT tooling support. I worked closely with product owners and enablement teams to refine their workflows and systems, helping them eliminate bottlenecks and unnecessary complexity. The engagement required a deep understanding of both agile methodologies and the specific cultural and procedural constraints of a large, established organization. By fostering adaptability and continuous improvement, I helped the teams transition towards more responsive and effective ways of working.

Agile Expert for the Flanders Sales Teams Proximus (February 2024 - July 2024)

Technologies: WSJF, Agile methodologies, team motivation, AI tooling evaluation for non-IT teams

I was brought in to inject agility into the Flanders Sales teams at Proximus, a group that shared common activities but lacked a unified goal, where traditional Scrum practices had fallen short. My focus was on fostering team spirit, tackling skill gaps, and addressing WSJF priority impediments, guiding the teams toward their eventual integration into the Proximus NXT IT group. I emphasized the core principles of Agileadaptability, collaboration, and continuous improvementembedding them into the team's culture. This involved evaluating AI tools for sales reporting and impediment tracking, helping to modernise processes and improve team performance through practical, principle-driven agility rather than rigid methodology. The role required balancing human dynamics with technical possibilities, ensuring that agility served the team's real needs rather than conforming to textbook practices.

Co-Founder & CTO Social Paragraph (2021 - 2022)

Technologies: OpenAI API (early access), content automation, browser plugin, social media API

As Co-Founder and Tech Lead of Social Paragraph from September 2021 to December 2022, I spearheaded the development of a pioneering content automation platform designed for high-volume social media publishing. This role placed me among the earliest external developers to gain access to the OpenAI API through direct engagement with OpenAI's leadership. Our platform aimed to leverage AI-generated content for direct social media integration but pivoted following critical viability testing.

During testing, we encountered significant challenges with AI-generated content reliability, specifically the issue of hallucinationsfabricated information that is difficult to detect at scale. A notable incident involved an AI-generated game review containing an undetected fabricated accolade, which took over 20 minutes of manual review to identify. This revealed fundamental limitations in early AI models, particularly their lack of retrieval or grounding mechanisms, and led to the abandonment of AI-generated content in favor of classic human-driven processes

due to both technical and policy constraints.

The platform itself was developed using classic web technologies, including a browser plugin for content automation and integration with social media APIs. This experience underscored critical lessons about data validity in AI applications, influencing subsequent approaches to AI deployment in both enterprise and product development contexts.

Head of Digital Innovation Savion Ray (2022 - 2022)

At Savion Ray, I was brought in to elevate the agencys digital offerings by introducing cutting-edge web techniques and maturing their innovation capabilities. The agency served a diverse client base with varying web quality standards, ranging from basic HTML sites to cinematic, data-driven productions. My focus was on ensuring clients received state-of-the-art websites, moving beyond legacy practices. I introduced then advanced cinematic web techniques such as parallax scrolling, video insights, and interactive maps that respond to user scroll behavior. Additionally, I worked on maturing their A/B testing capabilities by evaluating various platforms and transitioning clients to more data-driven testing methodologies.

This role required a blend of technical expertise and strategic thinking to bring innovation into the agency's client delivery processes, ensuring that their digital outputs were not only visually impressive but also functionally superior and aligned with modern web standards.

Product Owner. Privacy Management & GDPR Proximus (Dec 2020 - May 2022)

Technologies: Java, SAFe, LDAP, JBoss

I was tasked with running product ownership for the Privacy Management API and the GDPR API at Proximus from December 2020 to May 2022.

I led a newly hand picked team that we grew from a handful of Java developers to twelve T-profile team members by the time I handed it over. My role involved managing these critical business applications, ensuring they maintained 99.9% uptime despite the challenges posed by the large Proximus landscape.

I successfully delivered several iterations of both APIs and oversaw a full reimplementation that moved us away from LDAP and JBoss.

The position required a strong focus on keeping production systems running smoothly through various challenges and war rooms, which provided me with valuable experience in maintaining high availability in a complex environment.

The role was executed within a SAFe-style environment, where I was responsible for guiding the product vision and ensuring alignment with business needs while navigating the intricacies of large-scale enterprise systems.

Agile coach & Scrum master for IAM Proximus (2019 - 2025)

Technologies: Java, GDPR, IAM, SAS, SAFe, Jira, Confluence

From July 2019 to January 2024, I served as Agile Coach and Scrum Master for the IAM (Identity and Access Management) domain at Proximus. My primary responsibility was to restore and sustain effective agile practices within a large SAFe-like structure of over 40 developers, testers, and product owners who had become disorganized and ineffective due to a lack of dedicated Scrum Master leadership. I began by establishing visibility and transparency using the existing tooling (Jira, Confluence), which allowed us to interface effectively with other trains and deliver successfully. I introduced best practices for leveraging internal tools fully and led the Community of Practice (CoP) to promote these practices across the organization.

To address planning and predictability issues, I reshaped the team into four distinct squads, each with its own Product Owner, and acted as Scrum Master to support their needs. This restructuring, combined with my coaching, helped create a stable and predictable delivery rhythm. We focussed on stability, healthy metrics, single source of truth cross teams, .. When the COVID-19 lockdown forced an abrupt transition to fully remote work, we were ready. I ensured business continuity without disrupting workflows or hiring processes, demonstrating adaptability and resilience.

My approach emphasizes positivity, pragmatism, and sustained energy to tackle each challenge systematically. By fostering an environment of psychological safety and clear communication, I enabled teams to navigate complexities and deliver consistently. This role demanded not just technical knowledge but also strong interpersonal skills to mediate conflicts, align stakeholders, and maintain team morale throughout significant organizational changes.

Scrum Masters CoP Lead Belfius (Apr 2019 - Jun 2019)

I led the fledgling Scrum Masters Community of Practice at Belfius, working to unify and strengthen the community's knowledge sharing and collaboration across different domains within the bank. In this three-month role, I focused on building cohesion among Scrum Masters, facilitating knowledge exchange, and supporting continuous learning. The initiative aimed to create a sustainable framework for shared insights and best practices, helping Scrum Masters better support their teams and drive agility across Belfius. My work emphasized creating an environment where experiences could be openly shared, challenges addressed collectively, and agile practices deepened through peer interaction.

Project Lead & Solution Designer Belfius (2017 - 2018)

At Belfius, I served as Project Lead and Solution Designer from December 2017 to October 2018, steering several significant internal projects. My role involved bridging traditional, challenging business stakeholders with agile development teams, ensuring smooth transitions and effective communication across Prince2 and Scrum methodologies. I led projects that required careful stakeholder management, balancing old-fashioned expectations with modern agile practices. This position demanded a pragmatic approach to integrating diverse methodologies, fostering collaboration, and delivering solutions that met both business needs and technical standards. My work focused on guiding teams through complex transitions, ensuring project success through strategic leadership and adaptive problem-solving.

Trainer Gamified (2016 - 2019)

From April 2016 to October 2019, I worked as a Trainer at Gamified, hosting business workshops designed to make complex information more digestible for teams. My role involved delivering immersive, interactive sessions that helped participants grasp intricate concepts through engaging, scenario-based learning. I crafted and facilitated curriculum around various topics, adapting content to the specific needs and challenges faced by each participating team. The format was a full-course immersive experience over the span of one workshop, ensuring participants left with practical knowledge they could immediately apply. My approach focused on clarity, collaboration, and translating complexity into actionable insights, supporting clients in achieving their learning and development objectives.

Project Manager Chancellery of the Prime Minister of Belgium (2016 - 2017)

I was brought in to revitalize a long-struggling project with another government institution that had a troubled history and a complex landscape of stakeholders with deep professional and philosophical divides.

My mandate was to restore effective project management practices and get the work back onto solid Prince2 foundations. The challenge was substantial not only was the project technically demanding, but it also required navigating intense human dynamics and reconciling conflicting viewpoints across many actors. I worked closely with all parties to re-establish clear governance, realign processes, and rebuild trust, focusing on transparency, structured milestones, and consistent communication.

Through this effort, we were able to stabilize the project, re-establish predictable delivery rhythms, and create a more collaborative environment that allowed the team to move forward with renewed focus and confidence.

Co-Founder Gent Lean Coffee (2016 - 2022)

As Co-Founder of Gent Lean Coffee from 2016, I established and led a cross-functional meetup group in Gent focused on practical knowledge exchange and problem-solving among professionals.

Inspired by Lean Coffee Belgium and in the footsteps of Jim Benson and Jeremy Lightsmith in the Seattle of 2009. We facilitated learning through shared experiences, fostering an environment where participants could discuss challenges and ideas in an open, collaborative setting.

The role required strong organizational skills to coordinate meetings, manage stakeholder and community expectations, and ensure the group remained valuable and engaging over nearly eight years. This position deepened my abilities in facilitation, conflict mediation, and community building, complementing my broader experience in agile practices and team leadership.

Managing Partner & CTO schip.gent (2016 - 2022)

At schip.gent, our self-funded startup studio, I co-founded and ran a series of lean digital ventures alongside one or two trusted partners. Together, we explored, shaped, and incubated a portfolio of early-stage projects validating ideas quickly, building MVPs, and spinning out the most promising as standalone businesses.

As co-founder and hands-on CTO, I led product design, prototyping, and technical execution. I worked across the full lifecycle from napkin sketch to working software and internal launch often building early versions myself or with lean, high-trust teams. We embraced a "fail early, fail well" mindset and built everything without external funding.

Our diverse projects included: - Social Paragraph content automation platform and browser plugin - StreetCharges modular, hardware-enabled street-level charging prototype - Samay a virtual assistant for task delegation and scheduling - Payables early-stage fintech play around structured B2B payments - Gewoon Wijn wine discovery concept for retail and e-commerce - Loud Equity & Display experiments in visibility, social proof, and smart display tech

Each venture brought its own technical and business complexity, and required fast thinking, strategic prioritization, and continuous iteration. We ran multiple experiments in parallel from AI tooling to hardware to B2C platforms combining creativity with grounded execution.

This chapter sharpened my instincts as a product strategist and builder, deepened my understanding of startup mechanics, and gave me hands-on experience turning fragile ideas into launchable products under real-world constraints.

Agile Cloud Consultant. Architect, Infra team lead Agentschap Wegen & Verkeer (2014 - 2016)

Technologies: Java, DevOps, CI/CD, Microservices

I was brought in to transition the internal IT infrastructure from a bare-metal, waterfall-based setup to a modern agile cloud environment.

The project involved introducing DevOps practices, implementing continuous integration and deployment pipelines, and preparing the ground for a move to microservices. The final infrastructure comprised around 30 applications built on a mix of technologies including Java, PHP, and Ruby on Rails, running on Amazon Cloud within the Flemish government context.

I designed and implemented a cloud architecture featuring strictly separated development, testing, and production environments, with a robust framework for automated, parameter-driven server provisioning. This included setting up Confluence and Jira for project management, GitLab for version control and CI/CD orchestration, and Nexus for artifact management, all while maintaining high security standards and minimizing vendor lock-in.

The solution delivered a flexible, reproducible environment that met strict performance and uptime requirements.

After 20 months of focused work, I handed over the fully operational cloud infrastructure to an internal team manager who continues to run it today.

Communications Director JCI Aalst (2014 - 2015)

As Communications Director at JCI Aalst from July 2014 to July 2015, I managed all aspects of communication for the organization. This role involved facilitating effective communication channels for board members, overseeing the editorial content of two magazines, and maintaining both internal and external brand image.

The position required a broad understanding of communication strategies, ensuring consistency and clarity across all messaging. My responsibilities included developing and implementing communication plans, handling public relations, and coordinating events to enhance JCI Aalsts visibility and engagement within the community.

This experience honed my ability to craft compelling narratives and manage diverse stakeholder communications.

Tech audit Ogilvy (2013 - 2013)

I was engaged by Ogilvy to conduct a comprehensive technical audit of an existing Drupal project. The focus was on identifying potential implementation challenges and security vulnerabilities. My approach involved a thorough review of the codebase, infrastructure, and deployment processes. I assessed the project's scalability, performance, and security posture, providing detailed recommendations to strengthen the implementation and mitigate risks.

This audit aimed to ensure the project aligned with best practices and was robust against potential threats, supporting Ogilvys strategic goals for reliable and secure digital solutions.

Tech audit Prophets (2013 - 2013)

Conducted detailed technology audits at Prophets in 2013 to assess system health, identify risks, and recommend improvements aligned with business goals, ensuring a secure and scalable tech foundation.

System Engineer HaLe Communications (2013 - 2013)

At HaLe Communications from 2013, I provided infrastructure support for their mass mail platform. This involved ensuring system stability, performance, and reliability for their core messaging services. My services included monitoring system health, troubleshooting issues, maintaining server configurations, and implementing necessary updates. The role required close collaboration with the HaLe founders to understand operational demands and respond swiftly to any service disruptions. This experience solidified my foundational skills in system administration and infrastructure management in a live production environment.

Member JCI (2013 - 2019)

From 2013 to 2019, I served as a Member, Commission Director at JCI, an international youth organization focused on leadership development and community service. In this multifaceted role, I was responsible for leading and directing various commissions that drove strategic initiatives aligned with JCI's mission. My work involved coordinating cross-functional teams, developing and executing communication strategies to engage members and stakeholders, and fostering a culture of leadership and innovation. I collaborated closely with global and local chapters to ensure consistent messaging and effective outreach, leveraging my background in both traditional and digital media. The position required strong interpersonal skills, strategic vision, and the ability to inspire and mobilize young leaders across diverse contexts.

Entrepreneur-at-large DGTL bv (2012 - Present)

Since August 2012, I have been the driving force behind DGTL bv, wearing multiple hats as an entrepreneur, systems engineer, project manager, developer, and writer. DGTL serves as my professional umbrella, allowing me to channel my diverse interests and skills into meaningful work. From the outset as an independent contractor, I've built DGTL into a respected entity where I tackle varied challenges across technology, project management, and content creation.

My work at DGTL is characterized by a blend of technical depth and entrepreneurial spirit. I have led projects that range from infrastructure overhauls and cloud migrations to product development and technical writing. My approach combines rigorous engineering with an agile, startup-inspired mindset building lean, adaptable solutions even when working within larger organizational constraints. This has allowed me to deliver high-impact results whether leading a small team, consulting independently, or acting as a hands-on developer.

Key achievements include designing and implementing cloud-native environments, architecting microservices-based systems, and authoring technical content that demystifies complex topics for both peers and clients. I thrive at the intersection of infrastructure, product development, and human-centered design, constantly pushing to make systems not just work, but work well for the people who use them.

Linux & Open Source consultant Open-Future (2009 - 2012)

From October 2009 to July 2012, I served as a Linux & Open Source consultant at Open-Future, providing specialized expertise in system engineering and development. My responsibilities included designing and implementing automation solutions, creating visualization tools, developing custom software, and managing projects from conception to delivery. I worked closely with clients to understand their unique infrastructure needs, often involving complex Linux environments and open-source technologies. This role required a deep understanding of system administration, security practices, and efficient deployment strategies. I delivered solutions that improved operational efficiency and reliability for diverse clients, ranging from small businesses to larger enterprises. My work during this period solidified my expertise in Linux systems and open-source software, laying the foundation for my future roles in technology and consulting.

Writer DGTL bv (2009 - 2015)

From 2009 to January 2015, I wrote articles at DGTL. Focused on producing technology-related content in both Dutch and English. My work centered on creating articles that explored various aspects of Linux, Android, hardware, and other emerging technologies. The role required a deep understanding of tech concepts and the ability to translate complex information into accessible, engaging prose for a broad audience. Through this position, I honed my ability to communicate technical subjects clearly and effectively, contributing to DGTL's reputation as a thought leader in the technology space. This experience laid a strong foundation for my subsequent roles in tech communication, product ownership, and agile coaching.

Project manager & Perl Specialist Ghent University (2008 - 2014)

Technologies: Perl, CMS development, payment integration, Ogone

I served as a Perl Specialist and Project Manager for Ghent University from August 2008 to January 2014, handling a variety of technical and administrative projects.

My work included managing the development of 'Congres,' a CMS-like platform designed to streamline event administration, subscription handling, payment processing, and full lifecycle event management. Additionally, I led the implementation of a university-wide payment system integrating Ogone for secure transactions and comprehensive financial administration.

These projects required close coordination with stakeholders, precise technical execution, and a strong focus on reliability and user experience.

My responsibilities extended beyond codingoverseeing project scope, timelines, and ensuring alignment with institutional goals. The role demanded a blend of Perl development expertise, system integration skills, and stakeholder management, all within the academic and regulatory context of a university environment.

Linux & Open Source Consultant Cronos Groep (2008 - 2009)

During my time at Cronos from 2008 to 2009, I served as a Linux and Open Source Consultant, focusing on infrastructure and system administration for clients needing robust, secure, and scalable open-source solutions. My work centered on deploying and maintaining Linux-based environments, optimizing system performance, and ensuring compatibility across diverse open-source tools and platforms. I collaborated closely with development teams to integrate open-source components into larger software stacks, providing technical guidance and troubleshooting to resolve complex issues. This role deepened my expertise in Linux ecosystems, including distributions such as Red Hat, Debian, and Ubuntu, and reinforced my ability to deliver reliable, efficient solutions in fast-paced technical environments.

System Administrator 2Mpact (2007 - 2008)

At 2Mpact nv, I served as System Administrator from July 2007 to March 2008, responsible for establishing the foundational IT infrastructure for a Windows-based environment. My primary focus was on setting up and configuring essential services including web servers, repository management, file storage, and backup systems from scratch. I implemented solutions using LAMP stack components, Bacula for backup automation, Subversion (SVN) for version control, and Samba for file sharing services. This role required careful planning and execution to

ensure reliable, secure, and scalable infrastructure that supported the organization's operational needs. The experience provided strong hands-on skills in system deployment, configuration management, and infrastructure stability in a ground-up development context.

Host & storyteller Blood on the Clocktower (2024 - Present)

I served as Host & Storyteller for Blood on the Clocktower, guiding players through its intense social deduction gameplay. My role involved crafting and narrating compelling stories that enhanced player immersion and engagement, while also facilitating the game mechanics and ensuring a balanced, fair experience for all participants. I leverage the game's rules and intricate dynamics, allowing me to adapt narratives on-the-fly to maintain suspense, excitement and team growth.

This position required strong interpersonal skills, quick thinking, and a passion for interactive storytelling, all of which I leveraged to create unforgettable gaming experiences. My contributions helped maintain the game's local popularity as a premier social deduction experience, fostering a dedicated community of players through thoughtful facilitation and creative narrative integration.

Peacetime negotiations Father (2011 - Present)

Being a Father of 3 fiery boys, brings it's own lessons and challenges. Lessons in patience, negotiation and teaching life to the most challenging evolving audience.

Community Manager Highborn Aalst (2009 - 2011)

I was asked to kickstart a community around the Steamforged miniatures games in the Highborn store. I organised events and created and maintained the community in person and online. Including online community platform and events.

Technical & change management Ring of Doom (2004 - 2009)

Technical & change management at Ring of Doom

Team leader (bar team) & management Jeugdhuis Leeuwerik (2003 - 2005)

Van 2003 tot 2005 werkte ik bij Jeugdhuis Leeuwerik als Teamleider van het barteam en als managementmedewerker. In deze rol was ik verantwoordelijk voor de dagelijkse werking van het barteam, waaronder het beheren van onze vrijwilligers, het garanderen van een kwalitatieve klantenservice en feestjes; en het coördineren van logistieke en operationele aspecten van de bar. Daarnaast nam ik deel aan managementbeslissingen die de algemene werking en ontwikkeling van het jeugdhuis beïnvloedden. Mijn taken omvatten ook het opstellen van werkplannen, het voeren van gesprekken met medewerkers en het zorgen voor een veilige en plezierige omgeving voor zowel bezoekers als personeel. Deze ervaring bracht mij een sterk begrip van teamdynamiek, leiderschap en de praktische uitdagingen van het management in een jeugd- en recreatieomgeving bij.

EDUCATION

• **Bachelor in de Toegepaste Informatica in Specialisatie Systeem administratie** Hogeschool Gent (2002 - 2008)

SKILLS

• Change management (Soft skill)
• AI transformation leadership (Soft skill)
• Bacula (Framework/Tool)
• Network infrastructure (Domain knowledge)
• Scrum mastering (Practice/Activity)
• AI content generation (Soft skill)
• AWS SAM (Platform/Cloud)
• Community of Practice leadership (Practice/Activity)
• OpenAI Codex (Framework/Tool)
• AI ROI and metrics analysis (Domain knowledge)
• AI in enterprise and regulated environments (Domain knowledge)
• Agent memory architecture (Methodology)
• hallucination detection (Methodology)
• C++ (Language)
• Multi-agent orchestration (Methodology)
• Ruby on Rails (Language)
• AI transformation strategy (Methodology)
• Communication (Soft skill)
• Synology NAS (Platform/Cloud)
• Agentic systems design (Methodology)
• Drupal (Framework/Tool)
• Continuous Integration (Methodology)
• SQL (Language)
• Java (Language)
• Perl (Language)
• AWS Secrets Manager (Platform/Cloud)
• Python (Language)

- AI and LLM technology (Domain knowledge)
- Multi-channel agent communication (Practice/Activity)
- AI product architecture (Practice/Activity)
- Emotional intelligence (Soft skill)
- AI-assisted CI/CD pipeline monitoring (Practice/Activity)
- Pragmatic Lean (Methodology)
- AI-assisted embedded firmware (Domain knowledge)
- Sigil (sigil-obsidian) (Framework/Tool)
- Product ownership (Practice/Activity)
- Team Leadership (Soft skill)
- Technical auditing (Practice/Activity)
- Scrum (Methodology)
- AI psychology and communication (Domain knowledge)
- AI pitfalls and risk assessment (Methodology)
- ACP harness integration (Practice/Activity)
- Social media API integration (Domain knowledge)
- Raspberry Pi 5 (Platform/Cloud)
- Amazon Bedrock (Framework/Tool)
- GitHub Actions (Framework/Tool)
- ITIL light (Methodology)
- LAMP (Framework/Tool)
- AI writing and thought leadership (Soft skill)
- Prompt engineering (Methodology)
- Edge AI deployment (Practice/Activity)
- Jira (Framework/Tool)
- AWS Transcribe (Platform/Cloud)
- Client-side encryption (Domain knowledge)
- AWS DynamoDB (Platform/Cloud)
- Automated email triage (Practice/Activity)
- Payment integration (Domain knowledge)
- AI-assisted infrastructure operations (Practice/Activity)
- Microservices (Methodology)
- Samba (Framework/Tool)
- AI in healthcare and medical data (Domain knowledge)
- AWS SSM Session Manager (Platform/Cloud)
- MCP server design (Methodology)
- AI compliance and governance (Methodology)
- Azure Cloud (Platform/Cloud)
- Corporate AI walled garden analysis (Methodology)
- Privacy-first health data architecture (Domain knowledge)
- fal.ai API (Flux) (Framework/Tool)
- ESP32-S3 (Platform/Cloud)
- DevOps (Methodology)
- Analytical Skills (Soft skill)
- AI research pipeline design (Practice/Activity)
- Model selection and routing (Methodology)
- JavaScript (Language)
- Agent cron workflow design (Practice/Activity)
- PRINCE2 (Methodology)
- AWS ACM (Platform/Cloud)
- Traefik (Framework/Tool)
- Product Development (Soft skill)
- Character MCP (Framework/Tool)
- Team motivation (Soft skill)
- AWS Route53 (Platform/Cloud)

Gert RB Schepens
Lede
gert@dgtl.be

- Startup incubation (Practice/Activity)
- Astro 6 (Framework/Tool)
- fal-bridge (Framework/Tool)
- Voice-to-product pipeline design (Practice/Activity)
- PHP (Language)
- AWS CloudFront (Platform/Cloud)
- Bash scripting (Language)
- Agentic server operations (Practice/Activity)
- ElevenLabs API (Framework/Tool)
- ffmpeg (Framework/Tool)
- AI-assisted network management (Practice/Activity)
- AWS Cognito (Platform/Cloud)
- OpenWrt (Platform/Cloud)
- OpenAI API (Framework/Tool)
- AI media production (Domain knowledge)
- Agentic static site generation and deployment (Practice/Activity)
- AI-assisted firmware development (Practice/Activity)
- Agentic engineering (Domain knowledge)
- Amazon Cloud (Platform/Cloud)
- Corporate AI critique (Domain knowledge)
- Portainer (Framework/Tool)
- Ollama (Framework/Tool)
- Nexus (Framework/Tool)
- Subagent spawning and coordination (Practice/Activity)
- privacy-first health data handling (Domain knowledge)
- Conflict mediation (Soft skill)
- Continuous Deployment (Methodology)
- Confluence (Framework/Tool)
- AWS EC2 (Platform/Cloud)
- Docker (Platform/Cloud)
- GxP-regulated AI deployment (Methodology)
- AI editorial workflow (Practice/Activity)
- Svelte 5 (Framework/Tool)
- Hallucination detection and data validity assessment (Methodology)
- AWS Lambda (Platform/Cloud)
- AWS S3 (Platform/Cloud)
- Thinstigator (Framework/Tool)
- OpenClaw agent platform (Framework/Tool)
- Agile Methodologies (Methodology)
- Psychological Safety (Methodology)
- Privacy Management and GDPR (Domain knowledge)
- Stakeholder management (Soft skill)
- Pi Sentinel (Framework/Tool)
- AI and human collaboration models (Domain knowledge)
- Context window management (Methodology)
- AI-assisted product development (Soft skill)
- TaskFlow orchestration (Practice/Activity)
- SVN (Framework/Tool)
- Multi-agent publication pipeline (Practice/Activity)
- TypeScript (Language)
- GitLab CI/CD (Framework/Tool)
- Content automation (Domain knowledge)
- Linux (Platform/Cloud)
- SAFe (Methodology)
- AI-powered video production pipeline (Practice/Activity)

- WSJF (Methodology)
- Enterprise AI evaluation (Methodology)
- Agent voice I/O (Practice/Activity)
- Home Assistant (Framework/Tool)

CERTIFICATIONS

- JQuery (UGent 2011)
- Improvisation for Success (JCI 2013)
- Relationship Styles (JCI 2014)
- SAFe basics (Belfius 2019)
- Trainer (JCI 2013)
- Presenter (JCI 2013)
- Mijn persoonlijke doelstelling (SBS 2014)
- PRINCE2 Practitioner (QRP International 2016)
- PRINCE2 Foundation (QRP International 2016)
- JCI Jumpstart, JCI Achieve, JCI Impact (JCI 2013)
- RedHat Certified Technician (RedHat 2009)
- Scrum Master (2016)
- Advanced Puppet for Puppet Masters (Redhat 2011)
- Creatieve Generalist (2016)
- Public speaking class (Kirsten Ujvari 2015)
- Introduction to Psychology (Coursera Yale 2019)

INTERESTS

Games fan, Book enthusiast, Roleplayer, Cat lover, BJJ-er, Climber, Tech geek, Comics reader, Snowboarder, Father, AI adventurer

REFEREES

- Wim Troch (RTE (Release Train Engineer) IAM at Proximus wim.troch@proximus.com)
- Jan Dhaenens (Scrum Master Chapter Lead at Proximus jan.dhaenens@proximus.com)
- Devid Verfaillie (RTE at Proximus devid.verfaillie.ext@proximus.com)