

TOM VAN HERP

Business Development
& IT Consultancy

CONTACT

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SKILLS

- Business Development
- Project Management
- Process Automation
- Requirements Analysis
- Claude / AI tools
- MS Office
- Power BI
- SharePoint

STRENGTHS

- Communication
- Organization
- Team player
- Creativity
- Social
- Out-of-the-box thinking

LANGUAGES

Dutch

Verbal: Native · Written: Native

English

Verbal: Fluent · Written: Fluent

French

Verbal: Good · Written: Good

German

Verbal: Good · Written: Basic

PROFILE

With almost 20 years of experience in the automation world, still passionate about improving processes every day. Combines a no-nonsense approach with clear communication and flexibility, thriving in international settings and building lasting relationships with customers, partners, and distributors. Excels at representing companies genuinely believed in, particularly at trade shows, conventions, and industry events.

Outside of work: married, father to one daughter, a certified scuba diving instructor, an active beekeeper, and an enthusiastic mountain biker.

EXPERIENCE

Employment History

Owner & Consultant [Adrion](#)

SEP 2026 – PRESENT · ZOERSEL, BELGIUM

- Business Analysis & Project Management: guiding projects from initial analysis through to delivery, translating complex requirements into a clear plan, monitoring progress, and keeping all parties aligned.
- Business Development & Partnership Management: building and maintaining strategic partnerships, opening new markets and collaborations, from first contact to long-term relationship.
- Sales & Hunting: actively pursuing new leads, deals, and growth opportunities, supporting clients' own sales strategy.
- Continuous Improvement & Automation: mapping and automating manual, time-consuming processes such as invoicing, client follow-up, and internal reporting, including structuring data in SharePoint and building Power BI dashboards.
- Website: occasional web development for clients needing a clear online presence, including hosting.

Senior Business Development Manager [ICASA](#)

2023 – PRESENT · DIEPENBEEK, BELGIUM

- Identifying retail opportunities, creating value propositions, and establishing partnerships to promote and implement the ICASA Suite, driving operational efficiency and growth for fuel retailers worldwide.
- Promoting and representing ICASA at industry events, conferences, and trade shows, building lasting relationships with prospects, customers, and partners.

European Business Development Manager [DTN](#)

2017 – 2023 · BELGIUM

- After the divestment from Schneider Electric, took the lead in managing the local Belgian office, covering office relocation, HR, and recruitment.
- Worked on strategic planning for expansion into the European, Middle Eastern & South African markets with the complete Energy portfolio.
- Handled accounts of current strategic EU customers and expanded business with new projects.
- Award: DTN Colleagues Award 2017 for Colleague Focus.

TABS European Implementation Support Analyst [Schneider Electric](#)

2013 – 2017 · BELGIUM

- Supported the Schneider Electric proprietary TABS application, used by major oil companies around the globe.
- Assisted in major connectivity projects for key customers, including product support, implementation, release testing, and training.
- Assisted the sales team with new initiatives.

CERTIFICATES

Associate Project Management
Schneider Electric, Nov 2016
Professional Scrum Master
(PSM I)
Scrum.org, Jun 2026

REFERENCES

Frank Dendas
Global Sales & Marketing Manager,
ICASA
+32 475 865599

François Van Noten
Project & Business Development,
Schneider Electric
+32 490 565134

Christophe Lardenoit
Deployment & Support Manager,
Toptech Europe
+32 494 532580

Lead Technical Analyst [Toptech Europe](#)

2012 – 2013 · BELGIUM

- Responsible for the service desk and follow-up of open support issues.
- Planned project-related tasks for the team of technical analysts and assisted where necessary.
- Optimized the support desk process flow and implemented daily management procedures.
- Certification: ITIL.

Technical Analyst [Toptech Europe](#)

2006 – 2012 · BELGIUM

- Supported Toptech's TMS5 & TMS6 products, working locally and abroad on larger customer projects in terminal automation.
- Followed up on open issues at the support desk and assisted with QA testing.
- Certification: Basic Safety VCA (B-VCA).

Search Engine Marketing Consultant [SE-Marketing](#)

2004 – 2006 · BELGIUM

- Optimized websites to improve search engine ranking.
- Maintained advertisement campaigns (AdWords and others).
- Created, maintained, and adapted websites, with or without a CMS.

BACKGROUND

Education

Bachelor Information Management & Systems [Katholieke Hogeschool Mechelen](#)

2001 – 2004

Focused on being the link between IT departments and the business/customers, covering both IT systems and customer needs. Thesis: "Customer Relationship Management with use of VoIP".

Informatics [Stedelijk Technisch Instituut Mechelen](#)

1998 – 2001

Broad IT overview combined with business management. Certification: Business Management. Internship at Black Box, testing and installing telephone applications and IP telephony.