# Tom Debruyne

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**Address:** Belgium (Home)

## ABOUT ME

With over two decades at Cisco Systems, I've built deep expertise in solving complex networking and application challenges, particularly in data centers. I'm always eager to learn new technologies and enjoy sharing my knowledge through mentoring and collaboration. I take a pragmatic approach to problem-solving, work closely with teams to turn ideas into practical, real-world solutions. Beyond work, I actively participate in the communities I'm part of, contributing to initiatives in my children's school, scouting groups, and other local organizations.

## WORK EXPERIENCE

2020 – 2025 Brussels, Belgium
**TECHNICAL LEADER** CISCO SYSTEMS

- Supported Orchestration applications, Data Center management and Day 2 operations
- Assisted TAC engineers with escalations
- Worked with engineering on features to improve serviceability of their products
- Reported quarterly to executives on the metrics of customers issues, escalations and defects
- Built a tool and its associated IC to automate visualization, known issues detection based to help on tech bundled provided by customers. The tool is written in Python and is optimized to handled very large tech support (more than 100GB uncompressed) in under 10 minutes
- Created and delivered trainings to Cisco engineers and partners
- Written troubleshooting guides

2016 – 2020 Brussels, Belgium
**HIGH TOUCH TECHNICAL SUPPORT ENGINEER** CISCO SYSTEMS

- Supported Server Virtualization and SAN fabric for High Touch Cisco customers in EMEA
- Assisted colleagues with escalations as expert in UCS, ESXi and Linux
- Presented results and technical recommendations to customers during Quarterly Business Review
- Created a workflow for proactive analysis of customer's fabrics to reduce the risk of downtime due to known defects or underlying anomalies
- Documented customer's environment for a faster and more tailored approach to troubleshooting incidents

31/07/2000 – 2016 Brussels, Belgium
**CUSTOMER SUPPORT ENGINEER** CISCO SYSTEMS

- Worked as a backbone TAC engineer to solve customers problem in various technologies: Network Management Systems for campus network, service providers, voice, wireless, WAN and optical networks. DNS/DHCP and Radius servers for service providers
- Supported customers with the Service Control Engine deep packet inspection solution
- Supported SAN customers with Fibre Channel and FCoE SAN fabrics
- Reproduced customer issues and worked with engineering to get fix for defects faced by customers
- As a Program Leader for the Kepner Tregoe Resolve Workshop, delivered multiple 4-days workshop on Problem Analysis, Decision Analysis and Potential Problem Analysis
- Built lab, document and knowledge as first engineer in Europe to support the Cisco UCS server. Then, transferred knowledge to new team members

## EDUCATION AND TRAINING

09/1998 – 06/2000 Belgium
**MASTER OF SCIENCE IN INDUSTRIAL ENGINEERING - ELECTRICAL ENGINEERING, SPECIALIZATION IN COMPUTER SCIENCE** ECAM

**Website** www.ecam.be | **Level in EQF** EQF level 6

09/1996 – 06/1998 Mons, Belgium
**CANDIDATE INDUSTRIAL ENGINEERING** ISIC

**Website** https://www.helha.be/etude/technique/ecole-ingenieur/ingenieur-industriel/edito-general/ | **Level in EQF** EQF level 6

## PROFESSIONAL DEVELOPMENT

### Kepner Tregoe Program Leader - Resolve Workshop

Delivered **10+ sessions** of the **4-day Kepner-Tregoe Resolve Workshop** in **Brussels and Krakow** to **~75 engineers**.
Facilitated training on **Situation Appraisal, Problem Analysis, Decision Analysis, and Potential Problem Analysis** to improve critical thinking and structured problem-solving skills.
Guided participants through real-world case studies, enhancing their ability to resolve complex technical and operational issues.

### Certified Solaris 9 System Administrator

Certificate from the Cloud Native Foundation (ID: LF-zop172uxs0)

03/2022 – 03/2025
### Certified Kubernetes Administrator

RHCSA

### RedHat Certified System Administrator

## TECHNICAL KNOWLEDGE / SKILLS

### Cisco Software

Recent:
Cisco Intersight, Nexus Dashboard, Nexus Dashboard Fabric Controller, Nexus Dashboard Insights, UCS Director, UCS Central, IMC Supervisor, UCS Manager, Data Center Network Manager, Nexus Dashboard Data Broker
Older (end of life products):
Cloudcenter Suite, Cisco Container Platform, Ciscoworks, Cisco Network Registrar, Cisco Access Registrar, Service Control Engine

### Networking and Storage Technologies

Data Center networking, routing and switching. VXLAN EVPN on Nexus.
SAN on Nexus or MDS.
ACI (Application Centric Infrastructure).

### Cloud technologies

Kubernetes, Docker, AWS

### Databases

PostgreSQL, MySQL, MariaDB, CockroachDB, MongoDB, ArangoDB, Elasticsearch

### Operating Systems

VMware vSphere, RedHat Enterprise Linux, SuSE Linux, Debian, Arch Linux, Windows Server, Oracle Solaris, Proxmox, MacOS

### Programming language

Coding experience: Python (including Django), Bash, HTML, CSS.
Reading or limited coding experience: Java, JavaScript, Golang, C, Perl, PHP, TCL

## CI/CD and automation

Jenkins, Ansible, Terraform, Git

## Computer Hardware

UCS C-series and S-series (rack) and B-series (blade)

## Other

Kafka, RabbitMQ, NGINX, Apache, Postman, AWK

## LANGUAGE SKILLS

Mother tongue(s):  **FRENCH**

Other language(s):

|  | UNDERSTANDING | | SPEAKING | | WRITING |
|---|---|---|---|---|---|
|  | Listening | Reading | Spoken production | Spoken interaction |  |
| **ENGLISH** | C1 | C1 | C1 | C1 | C1 |
| **DUTCH** | A2 | B1 | A2 | A2 | A2 |

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## VOLUNTEERING

2024 – 2025 Brussels
**Emergency Response Team**

Followed First Aid training by the Belgian Red Cross Flanders to be part of the Emergency Response Team of Cisco Brussels

1993 – 2010 Frasnes-lez-Buissenal (Belgium)
**Youth Center - Maison des Jeunes Vaniche**

This is a non-profit organization with 4 employees organizing activities for and with teenagers and young adult

Active member, treasurer for 3 years and leader of the board for 3 years. I was also a radio host for around 10 years.

2019 – 2024 Limal (Belgium)
**Unit Team Member - Scouts de Limal**

With a small team of parents, managed facilities, website, logistics, and organized training weekends for the scout leaders

2024 – CURRENT Wavre (Belgium)
**Parent Representative : School Participation Council**

Advising on school policies and projects.

## DIGITAL SKILLS

Microsoft Office │ Microsoft Excel