

Sandra Debecker

Professional experience

12/2011-present: Consultant, Teamleader Ad Interim @ THoCC

- Current project: Customer Contact Supervisor @ Sodexo

2010-09/2011; Teamcoach Customer Care @ Telenet

Responsibilities:

- Coaching, management and development of a team of 12 technical advisors
- Giving groups' coachings and trainings to improve quality, sales results and attitude
- Continuously looking for improvement
- Analysing reports and KPI's
- Teamcoach on duty: operational management of 140 FTEs and follow up of different mailboxes
- Recruitment of new advisors
- Staff member
- Some of my projects:
 - Improvement, statistics and better use of a new application to analyze problems with digital television
 - Physical reorganization of a floor with a capacity of 100 FTE (goal: better look and feel, increased motivation, putting teams together where there was a public desk policy)
 - Incentives to improve quality and sales results

2009: Teamcoach Fulfillment and Services @ Nuon (Employers: the outsourced contact centers Sitel and Unamic/HCN)

Responsibilities:

- Coaching and development of a team of 12 advisors
- Development of trainings
- Giving trainings
- Responsible for the resolution of complex client's problems
- Recruitment and mentoring of new advisors
- SPOC for other departments
- scheduling

Other:

2009: Teacher Dutch @ Damiaaninstituut, Aarschot

2008: Administrative employee @ Transmet

2003-2009: Organisation of parties @ Silo

Studies

Bachelor Teacher Secondary school: Dutch, French and history

2005-2009

Trainings & seminars

COPC
Absenteeism
Giving presentations
Inside discovery

Languages

	Oral	Written
Dutch	native language	native language
French	excellent	excellent
English	good	good
German	basic	basic

Other

Birth date 5 of January, 1982, Leuven

Civil Status Unmarried

Hobbies Cooking, pets, friends, jogging

Skills

Creative
Analytical
Quality improving
Out-of-the-box-thinking
Coaching in a way that the team members discover their strengths and weaknesses
Critical thinker
Client orientated
Progressive
Hands on