



Alain Dierckx

Customer Service Management
Business Process Improvement
Change management

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The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1963

Languages

Dutch, French, English, Customer

Specialties:

20 years of experience in managing Customer Service teams have given me a very good idea of what customer service, in the broad sense of the word, is really about. Moreover, I had the pleasure of discovering several other related areas like competence centers and specialized client service departments. Finally, I increased my overall view on business through a general management function within a rapidly expanding company.

Education

Various trainings in leadership, coaching, time management, sales
Master in Communication Sciences
Modern Languages

Well developed skills

People management & coaching
Business Process Description & Improvement
Change management

Professional experience

Consultant The House of Contact Centers (2010 – current)

BCC Corporate/Alpha Card : 11/2006-8/2010

- Customer Service manager B2B & B2C
- Member of the Management team

Bank Card Company : 1/2005-10/2006

- Responsible for Customer Service B2B
- Responsible for Contact Center B2C

Banksys : 8/2000-12/2004

- Head of Dispute Management
- Head of Competence Center

Bank Card Company : 10/1990-7/2000

- Responsible for Customer Service B2C

Selection of recent projects

Alpha Card: (2009-2010)

Launch of a new product: member of the PMT, responsible for overall customer experience, functional requirements, implementation, and roll out

BCC Corporate (2008)

Workflow management: setup business case, develop functional requirements, testing, roll out

Bank Card Company (2005)

Change management: migration to other company, coaching, retention, organize physical move to other location

Business Process Reengineering: map processes, describe & document, propose improvements, implement changes