



## Sabrina Van Strijthem

Business Process Improvement  
Change management  
Implementation of new IT tools

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### The House of Contact Centers

Veemarkt 5  
B-2800 Mechelen  
Belgium

### Year of birth

1977

### Languages

Dutch, French, English

## Specialties:

Working as a liaison among stakeholders in order to elicit, analyse, communicate and validate requirements for changes to business processes, policies and information systems. Fast understanding business problems and opportunities in the context of the requirements and recommends solutions that enable the organization to achieve its goals.

## Education

Various trainings of Oracle E-Business Suite, Siebel and Workforce Management  
Master Degree in Applied Economics, Option Accountancy

## Well developed skills

Developing procedures and processes to operate business most effectively.

Contribution to the creation of new IT solutions by assisting the customer in formulating their requirements and designing possible solutions.

Strong interpersonal communication and problem solving skills, effective participant in a team environment and client-focused

## Professional experience

Consultant The House of Contact Centers (2011 – current)

bpost : 11/2004-5/2011

- Lead Analyst Siebel CRM
  - Interpret customer behaviour by analysing data in various ways with the aim of enhancing the decision-taking process and the consequent action plans.
  - Contribute to the creation of new IT solutions by assisting the contact centres in formulating their requirements and designing possible solutions.
  - I was in charge of writing the functional documentation, unit testing and training the super users, when going live with new Siebel functionality:
    - Call Centres of Retail, Corporate and HR – including CTI Integration
    - Order entry & Dispatch (Taxipost)
    - Partner Relationship Management
    - Campaign management
    - Contract management

- Functional Team Lead Oracle Financials

Johnson Controls : 11/2003- 10/2004

- Functional Analyst Oracle Financials

Fruit Of the Loom : 11/2001-10/2003

- Functional Analyst Oracle Financials

Ernst & Young : 10/1999-10/2001

- Advanced Auditor