



Angéline DEZITTER (f)

Performance Mgt
Project Mgt
Contact Center Mgt
People Mgt

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The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1981

Languages

French, Dutch, English

Specialties:

Generate value through lean management;
Enhance operational efficiency;
Positioning & business planning.

Education

Expert Class Contact Center Management (2007-2008)
Master Marketing and Communication (2002-2004)
Bachelor Business Communication (2000-2002)
A-level studies (baccalaureate) speciality Economy and Society (1996-1999)

Expert skills

Teamwork: building longterm relationships with customers and colleagues

Haidway: be on the top of things

Organization & planning: provide logical framework to achieve business goals

Customer centricity: focus all business processes on customer needs

Coaching: be a positive facilitator to achieve excellent performance

Professional experience

Consultant

▣ **The House of Contact Centers (2009 - ...)**

▣ Selection of recent projects:

- Luminus : change and acceptance management, merging of care and sales units, team leader coaching, operational management, communication framework optimization.
- Essent B2C : multi channels communication and processes optimization (letter, fax and e-mail traffic – In & Out)

Sales and retention Manager

Essent Belgium NV (2009)

- ▣ Optimization sales channels and improve customer life time value
- ▣ Churn control, segmentation

Project Coordinator

Essent Belgium NV (2006-2008)

- ▣ Start up off shored customer care and sales support, 120 FTE
- ▣ Maturity elevation, value mgt, process improvement, strategy and positioning, business planning, budgetting

Team leader

Essent Belgium NV (2005-2006)

- ▣ Start up back office team, 13 FTE
- ▣ Process improvement, coaching, knowledge mgt

Other

- ▣ Advertising Account Manager (2005)
- ▣ Publicity Executive Trainee (2001-2004)