



Cris LUYCKX (f)

Operational Change Management
People Management
Training
Recruitment & Selection

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The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1970

Languages

Dutch, French, English, Customer

Specialties:

Operational change management;

Getting the most out of your staff through matching, quality & training;
Detecting customer needs through objective assessing and auditing;
Organizing & optimizing through lean implementation of change;
Coaching & leading skill development, sales training (inbound call development)

Education

Expert Class Contact Center Management (2006-2007)
Master Translator Russian – English (1988-1993)
Various trainings in leadership, training, HRM mgt

Well developed skills

Creativity: there are only solutions;
Organization: from good to better & best;
Coaching: discovering and developing talent

Professional experience

Consultant

- **The House of Contact Centers (2008 - ...)**
- Selection of recent projects:
 - **Infracx** & **Infracx@IPG**: optimize & align external contact center operations & internal multisite back offices processes, project integration in function of contact center, website & knowledge database
 - **Lampiris@Callexcell**: set up of customer & commercial service, energy market guidance
 - **Sabam**: stabilize & optimize Front Office, set up dashboards, objectives setting & lead time measurement, install SLA-agreements & synergies with Back office, coach and develop spoken and written care skills...
 - **Callexcell**: roll out coaching, evaluation & quality monitoring
 - **Essent B2B**: stabilize & optimize B2B Customer support, install & align business processes through lean management, develop credit management processes & skills, install dashboard...
 - **Essent Back Office B2C**: optimize organization, install reporting, objectives & KPI's, detect & decrease rework, finetune, prepare & describe activities for outsourcing
 - **Euroccor** (Bulgaria): train & coach agents & teamleaders (basic skills, sales skills, inbound call development, leadership, coaching)

Project Manager

- Subcontracting Manager IP Globalnet (2003 -2008)
Full operational mgt 50 FTE, commercial & business spoc 14 customers (ex. Atos Worldline, Mobistar, Proximus, Siemens,...)
Auditing & training contact center skills (internal & external)

Head Supervisor

- Supervisor IP Globalnet/Teleserv (2000 -2003)
Operational account mgt 20 projects, 30 FTE
Recruiting, staffing, coaching & training

Project Coordinator

- Teleresearch & telemarketing team Marketing Unit (1997 – 2000)
Operational responsibility Brussels & Louvain projects (50 FTE)

Other

- Subtitler for Option Facilities, Mechelen (1994 – 1997)
- Teacher Russian for Chambre of Commerce, Brussels (1993 – 1995)