



Inge Vissers

Customer Operations Management
Contact Center Management
Change management

Mobile: +32 (0)496/56.39.96
Email: inge@thocc.com

The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1970

Languages

Dutch, French, English

Before starting as a free lance resultant in 2001 for various clients, I climbed the contact center ladder up to operations director at Marien & Gybels. The climax was the integration of Belgian operations in the international KPN/SNT structure after the take-over in 2000. This experience led to the foundation of The House of Contact Centers together with David Gybels, entrepreneur in the contact center industry since '84.

Specialties:

Contact center management, customer operations management. I adore the diversity of this environment: the operational challenge and the strategic impact. When the contact center is in the heart of the enterprise and is being managed professionally, it can be an important enabler in the improvement of core processes and in that way improve both customer & shareholders value.

Well developed skills

- Change management: lead organizations through change and towards improvement, bringing structure and awareness, influencing
- Business thinking: strong insight in bottom line targets and how to reach them
- Hands on: bringing concrete results

Professional experience

The House of Contact Centers / Gybels & Partners: since 2001

- Managing Partner
- Teacher Expert Class Contact Center Management
- Selection of recent projects:

Carglass / Belron: (Automotive)

- Customer Contact Center Manager a.i.

Essent / RWE Netherlands: (Utilities)

- Project Manager operational readiness B2C Greenfield

Essent Belgium: (Utilities)

- BtoC Customer Service and Administration Director a.i.
- B2B Director a.i.

Nuon: (Utilities)

- Startup BtoB Tele Account Management unit

Telenet: (Telecom)

- BtoB Customer Service Manager
- Residential Contact Center Director

Rabobank: (Finance)

- Startup Contact Center Rabobank.be
- Contact Center Manager Rabobank Netherlands

Marien & Gybels / SNT: 1995-2000

- Operations Director
- Supervisor/Account executive
- Inbound Agent

Other:

- Administrative & commercial employee, telemarketing agent (1989 – 1994)

Education

Various trainings, courses and seminars in direct marketing, economics, leadership, coaching etc. (UAMS, Vlerick DM Institute, Sevora...)

UFSIA Political and Sociological Sciences (1988 - 1989)

Economic sciences (1982 – 1988)