



Georges Weickmans

Customer Service Management

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The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1966

Languages

French, Dutch, English

Specialties:

20 years of experience in training in the computer environment, communication, sales and the last 5 years in the Call Center world. Training and coaching of Teams and Supervisors, Quality implementation and follow-up. Startup of new projects from the conceptual phase throughout preparation, implementation and launch as well as follow-up is part of my duty. Working hand in hand with clients has given me a very good idea of what customer service, in the broad sense of the word, is really about. Finally, I increased my overall view on business through a management function within a rapidly expanding company.

Education

Various trainings in leadership, coaching, quality and sales

Bachelor in Industrial Design

Well developed skills

People management & coaching

Quality Process Description, implementation & Improvement

Quality management

Professional experience

Consultant The House of Contact Centers (2011 – current)

- Consultant

Teleperformance Belgium : 12/2005-4/2011

- Quality & Training Coordinator Brussels
- Recruiter, Trainer
- Call agent

Trainer : 1991/2011

- CEFORA, Communauté Française de Belgique
- UpDate Center, Etterbeek

Selection of recent projects

Belgacom B2B outbound: (2010-2011):

Improvement of quality of customer contacts in the contact centre. Training and coaching of the Team and Supervisors, new campaigns setup.

Mobistar B2C – B2B outbound-inbound: (2006-2011)

Quality and training of new agent. Competences development of the Team and Supervisors. Quality follow-up, launch of a new projects, CRM, KM.