



Steven Gerard

Customer Operations Management
Contact Center Management
Change management

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The House of Contact Centers

Veemarkt
B-2800 Mechelen
Belgium

Year of birth

1976

Languages

Dutch, French, English

Innovative and highly competent business leader with 10+ years experience developing high performing teams that enhance operational effectiveness, increase employee & customer satisfaction and drive profitable growth.

Specialties:

Contact center management, customer operations management, change- and performance management.

Well developed skills:

People management & coaching
Performance Management
Situational Leadership

Professional experience

D-liver: since 2010

- Owner/Managing Director
- Various consulting and Interim Management assignments

The House of Contact Centers: since 2010

- Consultant
- Selection of recent projects:

Teleperformance Benelux: (Contact Center)

- Contact Center Manager
- Sr. Business Unit Manager

SPE – Luminus: 2004 - 2010

- Operations Manager
- Customer Service Manager

Essent Belgium: 2003 - 2004

- Contact Center Coordinator

Lucent Technologies: 2000 – 2002

- EMEA Portfolio Marketing Manager

Global TeleSystems: 1997 - 2000

- Manager Teleservices

Education

eMBA – 2010
Bachelor Marketing - 1997