



Customer Interaction  
Contactcenter Management  
Campaign Management (Telesales)  
Contactcenter outsourcing

David is a serial entrepreneur in innovative, direct ways of finding, converting and servicing customers.

In 1984, David founded Gybels & Partners, based on the conviction he could develop better market research and telemarketing services than was possible within the constraints of the company he worked for.

On the assumption that direct channels would become a mainstream force David launched Marien & Gybels (1991), together with Dirk Marien. By 2000, Marien & Gybels had become a leading provider of call center services in Benelux, employing 380 employees. Marien and Gybels did a successful exit in 2000, selling the company to SNT/ KPN.

In 2002 David established, together with his partner Inge Vissers, The House of Contact Centers. A contact center training and insourced management service provider.

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## Languages

Dutch, English, French, Customer

## Specialties:

Getting the most value out of contact centers ( remote channels ) on behalf of marketing, sales, customer service & collect.

- End to end sales & service delivery
- Cost optimization

## Studies

Management fundamentals, post experience

SME Management

Marketing

## Well developed skills

Creativity: solving problems, solution design;

Business: realization of win-wins;

Coaching: discovering and developing talent.

## Professional experience

The House of Contact Centers (2002 - ...)

Marien & Gybels Teleservices (1991 – 2000)

Golden Almeida Award, USA (1997)

Gybels & Partners Telemarketing (1984 – 1990)

Cegos Makrotest (1981 – 1984 )

## References → End to end responsibility.

Contactcenter set-up: Infotrade, SNT, Dexia, ..

Telesales: Renault, Corelio, Truvo, 3M, Proximus, Telenet, Neckerman, Nuon, ..

CRM: BASF C& I, Fortis AG, Vicindo, ..

CC BPO: JPG, Versatel, Coca Cola, Truvo, ..

## Selection of recent special projects and mandates

Contactcenter Operating Model & Maturity Assessment © ( 2005 - ...)

ContactcenterCafé (2005 - ... )

Expert Class Contact Center Management, UAMS (2006 - ...)

Team Leader Training & Certification ( 2010 - ... )

Connect, Contactcenter Magazine ( 2010 - ... )