



Dimitri Jambé

360° Contact Center Training
People Management
Business Process Improvement

Mobile: +32 472 555 237
E-mail: dimitri@thocc.com

The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of birth

1983

Languages

Dutch, French, English

Continuous learning & *effective* results are the things that trigger me most in both training - my native field of expertise - and the other processes & domains of which a modern Contact Center consists today.

Let's question every step of the process: Does it add up to the final result? Does it help us reach our objectives more efficiently? If the answer is no, it is time for a new approach! With the Contact Center Operating Model (©) as my guide, I continue to discover new insights and solutions in how great Customer Relations are grown and sustained every day.

Professional experience

THoCC (2012 - ...)

- Consultant
 - Callexcell
Methodical Sales Workshops towards the different outbound telesales teams & recruitment partners.
 - Colruyt Group
Tailor made training on successful customer service throughout the different Colruyt Group Brands.
 - Eneco
Bringing all Training & Knowledge processes towards lvl4 maturity in the Interactions team.
 - Carglass
Managing, Coaching & Supporting 20+ collaborators in a 24/7 environment at the Customer Contact Center.
 - De Persgroep & Europ Assistance
Tailor made retention + up & cross sales training course within the subscription service-team.
 - Eneco
Coaching & support on the development of the internal Training & Knowledge team.
 - Corelio
Building & managing an outbound telesales contact center in the advertising industry from scratch. Involved in recruitment, training, coaching, daily management & process design.
 - EDF Luminus
Rollout of a new commercial approach + ERP/CRM training in an integrated project. (Classroom training & modular E-learning course)

Square Melon (2011 – 2012)

- Competency Development Advisor for Mobistar
- Trainer for Google Business Generator

Scarlet Belgium – Belgacom group (2008 – 2011)

- Account Manager Retail
- Training & Coaching Coordinator
- Technical Support Agent

Education

- Expert Class Contact Center Management
 - Project: "Optimizing the Agent Journey"
- Inter-Activeminds
- Belgacom Corporate University
- Fontys Conservatorium Tilburg