



## 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