



Career summary

Actual position:

General Manager of Stricht Communications Essentials - SCE.

The Mission of Stricht Communication Essentials:

Management and employees need to become aware that proactive communication makes the difference.

By making the pro-active communication to a natural reflex and by introducing in the business processes proactive communication flags, collaboration becomes more effective and efficient.

Activities and services:

SCE offers support and expertise in the following domains:

- “Unified Collaboration”
 - Elaborate the requirements for a target system’s architecture;
 - Inventory and description of the functional user requirements;
 - Elaborate training targets for staff to acquire the needed skills;
 - Elaborate and monitor a budget;
 - Support for vendor(s) selection;
 - Support for installation and commissioning parties;
 - Program & project management.
- Operational improvements
 - Effective multi-channel interactions;
 - Reachability and responsiveness research;
 - Monitoring of operations, help with reporting;
 - Training of agents, supervisors and managers.
- Operational support
 - Virtual assistant taking over tasks that need to meet a deadline in a project
 - Support and coordination for answering tenders.

As vendor independent consultant I have a proven track record system integration and implementation with:

- Multi-media contact centre, emergency rooms and dealing systems;
- Voice logging with speech recognition and emotion detection;
- Workforce management;
- Knowledge systems;
- Reporting, exception reporting;
- Digital signage (wallboards).

Experience:

Newtel Essence NV – a fully owned KPN company, active in The Netherlands and Belgium.

Account Manager, from January 2006 until June 2013.

Newtel Essence is an Avaya business partner specialised in the contact centres. I have deliberately chosen for a Sales position. As the Belgian subsidiary started only 2 years earlier, my previous experience as product manager and technical sales consultant was needed for a sound organisational foundation. My sales target grew from € 1 million in 2006 to € 3,5 million in 2012. I have effectively guided customers as ING Bank, ING Contact Centre, ING Lease, Europ Assistance, AG Insurance from digital telephony platforms to Unified Communications platforms from Avaya, Microsoft Lync and Interactive Intelligence.

In 2012 my team won the AG Insurance tender for the replacement of their Voice infrastructure in Belgium and the Netherlands. Our offering included Microsoft Lync for the office telephony users (up to 5.000 users) and Interactive Intelligence for the multi-channel contact centre (450 agents).



Previous position:

Avaya - Tenovis NV (previously Robert Bosch and Telenorma)

Started on May 16th 1974 at Telenorma as development engineer. In 1976, I was put in charge for development of a new Key Phone System with 2 full time technicians in the development team.

The product was branded "TENOB2" and marketed in early autumn 1977. It was the first microprocessor driven telephone system, in Europe. A workshop was set up to produce the TenoB2, which grew rapidly to fulfil successful sales. By end 1979 I was promoted manager of up to 35 people including the production warehouse and stocks. At that time the workshop produced also large dealer board systems.

As complexity in electronic design grew fast and costs to develop grew even faster, the small scale development and production unit had no long term future, so I decided to make a double change in my career: move to what is called today presales and I started the study for a degree in Occupational Health & Safety (OHS).

In 1986 I became the OHS officer for Telenorma (Tenovis & Avaya) and moved from in 1987 from development and engineering to presales large accounts as consulting engineer. In 1991 I became the senior consultant for the large accounts sales department. As consultant I started networking with the German colleagues in order to improve/adapt products/software's to the Belgian market place. In 1994 Bosch organised a product management department where I obtained the position of product manager for call centres and dealer board systems.

I was part of the founding members of contactcentres.be and still active member of contactcentre.be.

At the take over by Avaya, a social plan was activated and elderly had to leave.

I left Avaya in December 2005.

Previous position:

KBC NV (previously Kredietbank)


I joined Kredietbank Dec 1st 1973 and worked in the central department for data processing.

Left Kredietbank May 15th 1974.

After a short instruction I became computer operator on IBM and GE mainframes.



Personal data

	
Name:	Vander Stricht
First name:	Bruno J.A.
Birth place and date:	Elsene – February 22nd 1948
Nationality:	Belgian
Military service:	Serving as a soldier Dec 1st 1972 until Nov 30th 1973 within a telecommunication unit – classified to Nato Secret level
Marital status:	1st marriage
Spouses name:	Viviane Danau
Children:	David 1/01/1983 Sofie 16/06/1985
Languages:	
Mother tongue:	Dutch
Both spoken and written:	English, French and German
Passive understanding of:	Italian, Spanish
School	
Secondary school:	Sciences -1967
High school:	Technisch ingenieur – Industriële regeltechniek – 1972 Bachelor degree in industrial (electronic) controls
Special jury	Industrieel Ingenieur Electriciteit, optie Electronica – 1982 Master degree in Electronics
Krauthammer	Management – 1984
Krauthammer	Sales 1 – 1989
Krauthammer	Sales 2 – 1991
Provinciaal Veiligheidsinstituut te Antwerpen	Veiligheidsdeskundige niveau II – 1986 Bachelor degree in Occupational Health & Safety