



Jef Teugels

Customer-Centricity Evangelist
BizDev & CRM Strategist

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The House of Contact Centers

Veemarkt 5
B-2800 Mechelen
Belgium

Year of Birth

1964

Languages

Dutch, French, English, German

Education

Master Class in B2B Marketing
(Vlerick)
*Master in Communication
Technologies (De Nayer/VIK)*
Post-graduate degree in Integral
Export Management (EHSAL
Business School)
*Various modules in Leadership,
Performance Management,
Coaching, HRM, Change
Management*

Jef regards customer-centricity as the source of innovative yet durable business development. He firmly believes that omni channel contact centers are strategic conduits that allow enterprises, businesses and organizations to capture the mind of the market through dialogue. They are pivotal in transforming market intelligence into valuable data for all business processes. Subsequently, contact centers are the cornerstone for achieving and maintaining true customer satisfaction, and are powerful value creators.

Social skills

Jef is well acquainted with solution-oriented coaching and with building teams in which the team members worked together throughout different countries and continents. An integral part of his activities consist of training (including training development) the teams. Working in these multicultural environments enabled him to strongly sharpen his communications and social skills. Special competence in translating to and from internal-organizational and external need levels.

Organizational skills

Managing and leading teams, developing and implementing performance systems, customer service design & operations, change management, integration of marketing and sales, project planning (e.g. campaign planning), strategy development.

Professional Experience

Thomas More University College | 2013 - now
Visiting Lecturer CRM & Customer Administration

Career break to pursue dream of becoming a skilled woodworker | 2011 - 2014

CIMC – Center for Intercultural Management & International Communications | 2010 - 2011
Intercultural Consultant to o.a. Belgian Army, Belfius.

Interim Management | 1998 – 2009

Customer-centric Value Innovation: developing and retaining profitable markets; translating marketing strategies into measurable performance; creating marketable services, including e-business; CRM needs analysis; developing, organising and coaching of marketing department; integration with other business functions, predominantly logistics and shipping. Direct reporting to the Board. Portfolio included e.g. **Telindus Belgacom ICT, Kinapolis Group, Nortel (UK),**

Vandeputte Group, and VCS Observation (NL).

Marketing Management: developing field and contact center services, both B2B and B2C with EMEA responsibilities; creating business development synergies between group members. Projects for e.g. **Sylvan Learning Systems (USA), New Horizons Computer Learning Centers (USA), D&D Entertainment Group, Philips Consumer Electronics (NI).**

The Robison Consulting Group (USA) | 1991 – 1998

Working directly (market research and expansion policy) under the supervision of Vince Robison, an expert in multimodal transportation and economic development. He advised the State of Oklahoma and created and international ground transportation hub in response to the State's economic challenges. My project portfolio included among others **Sava Kranj (Slovenia), Bata Industrials (NL), Ståhl & Maskin Montage (SWE), Groupe Pélège (FR).**