

# **Dio F.C.M. van Gils**

## **Curriculum Vitae**



### **PERSONALIA:**

**Name: Dio F C M van Gils**

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**Email: [vdio@hotmail.com](mailto:vdio@hotmail.com)**

**Place of birth: Geldrop, Netherlands**

**Nationality: Dutch**

**Sex: Male**

## RECENT WORKING EXPERIENCE:

**Manager Customer Services a.i. MediQ/CombiCare De Meern**  
**February 2017- September 2017 Branche: Healthcare**

Crisismanagement: improvement of processes (customer journey), NPS, illnesspercentage, Culture.  
Managing a team of 6 teamleads: 125 fte Contract 6 months

**Manager Customer satisfaction CCO a.i. Loi Leiderdorp**  
**May 2016 – January 2017 Branche: Education**

Responsible for improvement Customer satisfaction, Customer journey and Customer Contact Center:  
Plan + Outlines: temporary until January 1, 2017

**Manager Competence Center a.i. Sixt car rental**  
**Dec 2014 – Mei 2016 Branche: Automotive**

Improvement and professionalisation of the Customer Contact & Customer experience

**Manager Customer Experience a.i. Driessen Eindhoven**  
**Febr 2014- September 2014 Branche automotive**

A.i. assignment: 6 months: Improvement and optimization of the customer contact and customer experience. Ambition: creation of a leading customer experience in the automotive industry.  
Commercialising the Customer Contact (from cost to profitcenter: increasing (after) sales turnover

**Changemanager- consultant a.i. RDC inMotiv Vianen**  
**July 2013- Januari 2014 Branche: data**

Responsible for Change management: coaching, leading and guiding employees and MT staff through some difficult change and re-organisation. Competence management, employee satisfaction, efficiency (Lean), etc. Proces Management; total review of the primary processes of RDC inMotiv.  
Management of following teams: Projects, Marketing and Client administration.

**Manager Customer Contact (KCC) RDC Datacentrum, Amsterdam**  
**April 2009-December 2013 Branche: data**

Building, professionalization and managing an inhouse technical BtoB contactcenter: responsible for a succesfull helpdesk, client satisfaction and Incident management. 12 seats, 14 FTE: 1 Teamleader, 1 Incident coordinator.

**Tasks and responsibilities:**

RDC first line B2B clientcontacts, Role of incidentmanager, Service delivery, Client satisfaction (3 monthly enquete), Professionalisation of Client contact, Efficiency - costreduction – costeffectiveness, Empowerment of CC agents and Teamleader, employee satisfaction, Client awareness of the RDC company, KPI's and SLA's, Continuous improvement, Churn & retention, From cost to profitcenter (third party fulfillment: we took over services for some of our shareholders), strategic yearplan, budgeting, operating systems, facilities, procedures, continuous improvement, goalsets, commercializing.

I managed to build and realize from scratch a fully autonomic and highly effective/efficient and commercial Contact Center within 2 years, which reaches all set goals, KPI's en SLA's. Therefore next to the responsibility for the Contact center I did an extra interim operational management job at a daughter company VDN (see). Managed to reduce the operational costs (Lean management) from 1000K per year – 500K per year (within 3 years) and clientsatisfaction from 5.8 tot 7.8: NPS>0.

September 2010: nomination Contact Center Manager of the year 2010  
December 2010: aspirant ITO certificate KCC RDC

**Manager operations (a.i) VDN, Ridderkerk**  
**October 2011- September 2012 Branche: data**

Responsible for all operational units and activities: Services IT, Consultancy and Projects of a company called VDN (Verzuim Data Nederland): change-, culture- and crisesmanagement. 60 FTE (a double role next to the responsibility for Client Contacts at RDC, Amsterdam: multi site).  
I took over the tasks and responsibilities of the former CEO, re-organised and professionalized the operation, improved processes and after 1 year, I handed over the company to the new CEO.

**Clientmanager Customer Contact Center** **De Telegraaf / TMG**  
**April 2008 - april 2009** **Branche: media**

Responsible for Internal clients at Telegraaf/ TMG: Client contacts/partnering, Sla's, contracts, etc.

**Operational Customer Care Manager** **Telegraaf (Daily Newspaper)**  
**April 2004-april 2008** **Branche: media**

Operational Management of a 200 seats multimedia inhouse Customer contactcenter / 320 heads/ 170 FTE : various teams: f.i. newspaper, magazines, retention etc.: direct reports:2 traffic managers, 2 planners, 12 teamleaders. Within 4 years the contactcenter was effectively reduced to 120 seats (Lean). Implementation of CRM Siebel, Changemanagement, Culture management, SLA & KPI's, improvement of processes. Implementation retention team, Selfservice activities & implementation, Voice response system Operations. Leading various projects. Responsible for overall quality (and quantity) of Client contact.

**Call center manager** **Libertel-Vodafone**  
**Aug 2000- aug 2003** **Branche: telecoms**

Managing an inhouse multimedia Customer Care Callcenter with 6 teamleaders and approx. 100 contact center agents: 80 seats. Daily operation, Recruitment, Performance, Quality and quantity management, Training & coaching, Objectives, Servicelevelmanagement, Targets (KPI, SLA), Budgetmanagement, Problemmanagement, Changemanagement, Communications/feedback, Reporting, Co-ordination with other departments, Projects etc. Retention and managing churn.

**Teamleader call center customer services** **Libertel NL –Vodafone**  
**May 1996- july1999** **Branche: telecoms**

Leading and coaching a group of 15-20 callcenter employees in their day to day customer service work. Supervision, coaching, quality, knowledge, training, communication, planning, recruitment.

**Managing director own business** **I PULL advice and trainings**  
**1994-2001** **Branche: training**

-Advice and consultancy, nutrition and health  
-Articles for magazines about health & nutrition  
-Developing trainings: f.i. PEM (personal energy management); How to handle your personal energy levels.  
-Trainings: communication, image building, nutrition & health

**WORKHISTORY before 1995 (Fashion):**

**1983-1994 (CEO) fashion/clothing- business (IPULL / PULLSPORT)**

Running my own import/export Fashion company with 3 employees + 2-4 part-timers; collections made in Italy, middle and far east: total management and supply chain. Company sold after 11 years in 1994.

**1974-1996 Feelance fashion-designer / stylist**

Designing collections and styling for magazines.

**1974-1986 Professional model**

Photography for magazines and advertisements, commercials, tv-work, fashion shows: both national and international (Germany, Belgium, Paris, Milan).

**1978-1978 Fashiondesigner, Jeff Sayre Paris, France**

*Styling and designing high-end men's casual collections.*

## **1976-1978 Fashion designer, Trencò Netherlands**

*Designing casual men's collections for a Dutch company: Trencò.*

### **BASIC EDUCATION 1968-1979:**

**1968-1973..... Highschool (Gemeentelijk Lyceum, Eindhoven, HBS, Havo)**

**1974-1975..... Artschool: architecture & interior design**

**1975-1979..... Artschool: HBO fashion and design (academy St Joost, Breda)**

BA Bachelor of Arts

### **COMPUTERS and other skills etc:**

MS WORKS /OFFICE, WORD, EXCELL POWERPOINT, LUCENT, AVAYA centreVue ,  
PEOPLESOFT, TOPDESK, SIEBEL, ERP: SAP, ITIL. Knowledge of ISO and Lean.

### **SOME OTHER THINGS YOU NEED TO KNOW : \***

I am an open-minded and representative person with broad interests and an entrepreneurial, positive, energetic and young spirit; driven and enthusiastic, stimulating and socially involved with people.

As a natural, mostly intuitive leader, I enjoy the management of people and complex situations in a hectic and changing environment. A flexible change manager and crisis manager, constantly searching for ways to improve efficiency, overall quality, employee- and clientsatisfaction. An autonomous, success- and result driven professional and senior manager, always finding creative, unexpected and unconventional solutions for the challenges I meet on my professional and personal path.

Raised with a solid working ethos and a "lead by example" mentality. Involved and loyal to the cause and company. A motivating, highly professional and involved people-manager and team builder. A good coach with a track record in empowerment skills.

Speaking/understanding 5 languages (Dutch, German, English, French, Italian), understanding and speaking a little Spanish. A healthy person, well trained at stress and time management. Loving all the good things that life has to offer; people, good (healthy) food (good cook), travelling, arts (music, dance, theater, architecture, interior decorating, design & fashion), cars, big cities (New York addict: shopping and Broadway shows), and countryside; hectic as well as quiet. Italy: Italian food, culture and movies. Eager to study, to develop and learn; loving to read and to write.

#### **Personal Motto**

I am the conductor of my own concert. There are no doubts in my mind whatsoever to what my unlimited possibilities are. To achieve the most and the best, any restrictions will be eliminated. To avoid a boring life I will create my own challenges. Not a negative soul in the world can withhold me. Without boundaries I will explore and live my life to the limits, during the limited time we have. Life is good!

**Specialties:** Senior management and leadership, people management, empowerment, team building, coaching, targets, change management, hands-on operational skills, crisis management, problem solving, analytical, client orientation, clientsatisfaction, employee satisfaction, Quality management.