



Jan Vandedrinck

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Address

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Jan Vandedrinck has been and remains well appreciated for his down-to-earth and straight-forward approach, outstanding business acumen, ability to think organization & processes and his affinity with people and teams. Successful in various complex projects/programs and Operational Excellence exercises, managing the full scope including people & teams, IT systems & tools, processes, project structuring and communication. **He shows a variety of experiences, responsibilities & achievements, referring to his:**

Operations & 24/24 work environments

- Heading operational teams & divisions (various scales, national & international)
- Leading service centers: initiating and heading customer service, customer care, self-care (through automation)
- Design, implementation of e2e-processes, ICT-platforms & dashboards/reporting
- Crisis management, getting things cleansed, organized and up & running (lean & mean, efficiency programs)

Advice & Assessments

- Internal consultancy: driving businesses to operational excellence & guiding organizations through transition
- Business audits & check-ups

Process & project management

- Business process redesign and implementation
- Process management (end-to-end)
- Project & program management, including corporate communication related to major programs
- IT business analysis, design, purchase, implementation and exploitation of various IT platforms

People & Organization

- Human resources (HR) management: business partnership, implementation of policies & HR programs, organizational design & union negotiations, managing the total HR cost, employee satisfaction programs, objective setting & performance appraisal
- Contribution in design and implementation of the roadmap with regard to education, personal development plans and career paths.
- HR files in times of integration & carve-out exercises (at the level of legal entities)
- Managing the (operational) HR cost
- (re-)Organization & change/transition (incl. communication)
- People management, mentorship to executives, sr managers & management trainees

Continued involvement in finance & business strategy

- Business financials: budget plans + owning investment (capital expenditure) & operational cost responsibilities, cost cutting exercises
- Contributions to strategic files with respect to M&A, Joint Ventures, integration & carve out
- Definition and implementation of KPI's and scorecards, corporate reporting

1. Nominations - Selections - Key note speaker - Social

1.1. Special Nominations

- World Communications Award 2003: Winner Best Wholesale Carrier (team award)
- World Communications Award 2002: Finalist in Best Customer Care (team award)
- FOCUS 98 - special program: Belgacom internal award
- Local Loop Seminar, San Diego – Sept 1996: Best presentation award
- FITCE congress, Strasbourg – Sept 1991: Best young engineer presentation award

1.2. Key note speaker

- **2002 & 2003** Yearly Mobile Events for International Mobile Operators, Belgacom internal management programs
- **2001** Management Trainee Program - ORMIT (Netherlands + Belgium)
- **2000** Business Management Program (organization by the Training Institute)
- **1999** Belgacom Telematics Program (organization by the Training Institute)
- **1998** Strategic Learning & Innovation programs for directors & managers
- **1996-1998** Belgacom introduction seminars for new recruits
- **1996-1998** Belgacom: intro seminars voor nieuw aangeworven medewerkers
- **1990-1997** Guest speaker in national & international conferences & seminars
e.g. international: see special nominations (above)
e.g. national: yearly speaker at Ghent University Telecom Program
- **1988-1994** Belgacom media team (job info days, contacts with the academic world)

1.3. Selections

- **2004-2006** Mentor for Sr. Talents in a Belgacom specific program
- **2002-2003** Mentor in the Belgacom Management Trainee program
- **2001** Selected by Belgacom Executive Committee to attend a management program, shared with 6 main companies in Belgium, lead by the Flemish Management School

1.4. Social Activities

Sports

- (Winter)sports: running, mountain bike, squash, swimming, snowboard, ski touring, snow hiking
- Mountaineering: rock & ice fall climbing, glacier tours

Leisure Activities Farming (regular stays on farms in mountain regions)

Engagements

- Member of VoedselOndersteuning Ghent
- Sponsor: Zorghuis Ghent & BuBao St. Lodewijk Wetteren

Instructor

- Suisse Alpin School (rock & glacier alpinism), nature & exploration (certified)
- Theatre arts (certified)

Memberships

- KBF - Flemish Alpinism & Speleology Federation (OVL region)
- Natuurpunt

2. PERSONAL DEVELOPMENT

2.1. Studies (Educational performances)

- **1986** Special license for Academic Education (High School level)
- **1980-1985** State University of Ghent - Civil Engineer Electronics (Applied Sciences)

2.2. Additional training

- **2014** VLERICK - Mastering Interim Management
- **2004** INSEAD Paris – Negotiation Dynamics
- **2002** INSEAD Singapore - Building the Business: Strategies for Asia Pacific
- **2001** Executive coaching (individual) London, Institute of Directors - Board as decision making forum, Corporate Governance
- **2000** Information Quality seminar (Larry English, London)
- **1998-1999** 1998-1999 Executive training program in Belgacom
- **1989-1990** 2 years cycle on Business Economics & Management (Alcatel & Ghent University)

2.3. Technical/Operational training

- **2014** VoIP Fundamentals (Global Knowledge)
- **2012** Newest Generations Datawarehousing & Business Intelligence (IT Works)
- **2010-2011** Sessions, workshops & Business Days (e.g. HR, Interim Mgmt, ICT,...)
- **2007** Excellence in (Business) Networking (door StepbyStep Consulting)
- **2006** House of Development – Business Financials

2.4. Languages

- **Dutch** Mother tongue
- **French** Excellent
- **English** Excellent
- **German** Fluently spoken - practice since 46 years

2.5. Memberships

- **VOKA** (Chamber of Commerce)
- **KVIV** (Royal Flemish Association of Engineers)
- **FITCE** (Professional Association of Telecom Engineers in Europe)
- **AIG** Alumni Group for Ghent University Engineers
- **INSEAD** Alumni Group

2.6. Persoonlijke gegevens

- **02/08/'62** born in Ghent (Belgium-Flanders)
 - **07/07/'87** married with Windels Linda
 - **Children:** Simon, Sander, Jehan
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