**Curriculum Vitae of Edcel Uylenbroeck**

**Personalia**

Edcel Uylenbroeck

J.Malderusstraat 10,

1600 Sint-Pieters-Leeuw

25 october 1981

+32 493 987 183

jayuylenbroeck@gmail.com

Belgian

**Education**

* Hotel Management at Elishout, Anderlecht (1994-2001)
* GLTT, language-Japanese first year student (2013)
* Business courses/workshops as working with Oracle, SAP.
* Dharma consultancy, sales techniques.

**Personal objectives**

A varied and exciting function with responsibility and a place with career opportunities where i can work autonomic, and this in an environment full of young enthusiastic working place.

**Work experience**

2005-2008: **Restaurant Manager Van Hoo food and flowers.**

* Making all the related orders of food and beverages. Overseeing that the customers are satisfied. Booking reservations and welcoming the guests.

2008-2009: **UPS, Ireland, Dublin.: Key Accountant**

* I was the contact point for my clients. In my portfolio I had clients such as Coca-Cola, Microsoft. Maintaining a good relationships between them and UPS was one of my core responsibilities. Targets: deliver a steady revenue from the portfolio's.

2009-2010: **Belgacom- Proximus.: Customer Representative Agent**

* First line contact person for clients regarding overall queries. Renewals of their product or adjusting their subscriptions, phone numbers and internet accounts. Softsale and Cross sale was one of the targets scored in E-points. (internal benefits were met after succeeding a target)

2010: **Argenta. (interim)**

* Argenta is a renowned bank specialized for SME's.My duties were making the client's portfolio's,updating their data's and regular tasks such as opening and closing the bank, money transactions, etc.,...

2010-2014: **Restaurant responsible De Molen.**

* Welcoming the guests.Updating the menu's in cooperation with the head chef and adjusting the wine menu related to the food suggestions.Booking the reservations and banquets.Managing the team and participating in the job as a head waiter.Suggesting the chef's specialties and/or seasonal menu's accompanied with the wine menu's.

2015-2016: **Aramark: Assistant Manager/ Unit Manager.**

* As an Aramark in housing caterer I was located in St-Jean Clinic, Brussels. I was the right hand of the head manager and acting head manager during his absence.Managing a staff in between 50-70 personnel was one of my tasks.From kitchen staff to dietitians and head chef was under my responsibility, maintaining their working hours and shifts plans.Approving or rejecting time off requests. Finding interim replacements for staff in absence.Booking the conference rooms for the doctors and directors to managing their banquets. Updating the weekly menu in co operations with the head chef for two different locations and cafeterias. Processing the invoices and reporting to the HQ on monthly basis.First contact person regarding overall queries related to kitchen management to internal management.

2016: **HP Enterprise, Wroclaw: Personnel Administration Specialist.**

* Overall HR tasks such as making a contract for new hires and their beneficiaries.Providing them with articles related to their questions or helping them via Skype call for instant feedback and solutions for urgent matters, like AMEX issues, car fleet issues, travelling documents. Targets were maintained by Workday.

2016- 2017: **Infor, Operations Analyst for BE/NL**

* COE for the ICS EMEA projects. Invoicing the sub co's and existing clients. Adjusting or creating a contract. Contactpoint for project managers regarding their queries;note that I was the only person within the ERP product called AMS for the EMEA region for the operation team inside ICS Infor.When the books are open at the start of the month,we had to ensure that most of our clients had their invoices correct and/or adjusted by the PM's. Invoicing went through different processes such as an Excel sheet provided by Financial Analyst. Other billings went through Clarity or Esales programme.

2017: **Zevas Limited/ Google Digital Marketing Solutions**

* Business Associate for Google Adwords. Core tasks was to create an opportunity with a new partner and gain them online visibility through Adwords, Google Search Network or Google Display Network. Quarterly targets to achieve and based on that I receive my OTE. I was the only POC for the Belgian markets, which made it more challenger and harder to maintain but due this I’ve gained a lot of experience.

**Capabilities**

* Windows Office Softwares
* Oracle
* Salesforce
* SAP
* Lotus Notes
* Powerpoint
* MS Excel
* Citrix
* Excel
* CRM
* Clarity

**Skills**

* People Management
* Soft Sale/ Hard Sale
* Cross Sale
* Trainer

**Languages**

* Dutch: native
* English: native
* French: fluent
* Japanese: basics

**Other activities**

Soccer indoor-outdoor, running, travelling, movies and musics, cooking.

**References**

**HP Global Business Center:**

MagdalenaGrykiewicz-Starzy Specjalista HR

Oana Dragichi- Team Lead EMEA Benelux, ELC

**Infor:**

Ada Kopynzka- Office Manager

**Zevas Communication Limited:**

Dan Kiely - General Manager

Aoife Coyle - HR Zevas

Francesco Petrosini - Junior Team Lead Nordics