

Contact

www.linkedin.com/in/caroline-van-cromphaut-37a05b6 (LinkedIn)

Top Skills

Enterprise architecture
Technology strat
Technologische innovaties

Languages

English (Full Professional)
French (Professional Working)
Dutch (Native or Bilingual)

Caroline Van Cromphaut

Head of IT Delivery: Customer Engagement Platforms - Dynamic & Passionate Keynote Speaker
Haaltert, Flemish Region, Belgium

Summary

Always in for a challenge
Giving energy in a team
I'm at my best in technology strategy execution & transformation, preferable a right-hand woman of leaders of an organisation.
Using my enthusiastic teaching & storytelling skills to mobilise organisations.
I have broad interests and like complex matter.

Experience

Proximus Group

3 years

Head of IT delivery for Servicing & Integration
October 2025 - Present (5 months)

Centre of Excellence lead for Enterprise architecture and Technology strategy

March 2023 - October 2025 (2 years 8 months)

Brussel, Brussels Hoofdstedelijk Gewest, België

Engagus

Impact Investor

February 2022 - December 2023 (1 year 11 months)

Belfius

Head Of Enterprise & Technology Architecture

January 2020 - March 2023 (3 years 3 months)

Brussels Hoofdstedelijk Gewest

Head of Enterprise & Technology Architecture for Belfius Bank & Insurance

Belfius Insurance

4 years 1 month

IT director

November 2017 - January 2020 (2 years 3 months)

Brussel en omgeving, België

Very diverse role heading the IT security, Enterprise architecture, IT platform delivery (e.g. integration), infrastructure and development support teams. Responsible for the IT strategy & innovation. Sponsor of the workplace program. Stakeholder management for the IT department.

Teammanager Digital & CRM

April 2017 - November 2017 (8 months)

Brussel en omgeving, België

Responsible for the implementation of the digital and agency channels of Insurance (DVV & Belfius Insurance). Realisation of the integration of the Insurance and Bank IT landscape as part of the core insurance renewal, which put in place all technical foundations for the app-normal car & home insurance. Setup of off-shore development centers for screen development.

Program Manager ICT, Core Renewal Program

January 2016 - April 2017 (1 year 4 months)

Brussel

Implementation of the CRM for DVV agencies, changing a distributed solution landscape of individual brokers into an integrated, customer centric contemporary IT environment.

Belfius

Project Leader IT

April 2013 - December 2015 (2 years 9 months)

Rogier Tower, Brussels

Responsible for projects in the domains Cards, Mobile Payments, Public and Corporate internet banking, Retail internet and mobile banking. Covering all aspects of core banking functionalities (payments, credits, ...) PMO of digital 360 during the initiation phase.

Dexia

Functional Analyst

2008 - April 2013 (5 years)

Functional analyses in mainframe applications; learning the basics of IT while putting in place the foundations for the mobile app in the Belfius multichannel architecture.

Ghent University

PhD student / Assistent

October 2006 - September 2008 (2 years)

- Begeleiden van de eerste en tweede bachelor fysica, chemie, geologie en bio-ingenieurswetenschappen bij practica en oefeningen.
 - Onderzoek op dunne films van hematiet (Fe_2O_3) in samenwerking met het onderzoekslabo CIRIMAT aan de Université Paul Sabatier in Toulouse.
 - Ervaring met mössbauerspectroscopie, RF sputtering, positron annihilatie, X-stralen diffractie, SEM, AFM,....
 - Publicaties in verschillende internationaal gerenomeerde wetenschappelijke tijdschriften.
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Education

Master, Physics · (2002 - 2006)

Sint Maarteninstituut Aalst

Secondary Education · (2000 - 2002)

Sint Maarteninstituut Aalst

Latin · (1996 - 2002)

Sint Jozefinstituut Aalst

Secondary Education · (1996 - 2000)

De Luchtballon