



# Wendy PEETERS

## M365 Senior Consultant / Change Officer



### Contact

Born **August 26, 1976**  
Nationality : **Belgian**  
Drivers license: **B**

I've got more than **10 years experience** as a functional consultant. Starting in software for time registration and moved to SharePoint/Microsoft 365 consultancy.

I am a huge fan of Microsoft technologies and how they **support knowledge management, social networking and collaboration**. I find it very important to have a good understanding of the business processes and requirements so I can match these with the right tools to drive productivity and efficiency.

But getting the tool does not equal using it. It's a waste to invest in a beautiful custom solution if it's not used by the workers. And this is where I also give training and support in various Microsoft 365 tools, but not without a smart Change Management plan to drive user adoption.

### Operational Skills

#### TECHNOLOGIES



Microsoft 365



Microsoft Teams



Powell Software



Teamleader

#### CONSULTANCY

- Analysis, collection, definition of customers' business needs
- Detecting business challenges and investigating ways to resolve them
- Compiling and presenting information orally, visually and in writing
- Making recommendations for improvement
- Implementing agreed solutions, new procedures and training
- Provide solutions in line with configurations & rules over all departments
- Guidance in setting up the required environment (process, governance, tools, etc..)

#### CHANGE MANAGEMENT

- Developing change management plans for projects and/or change initiatives
- Evaluating the impact of planned organizational changes on all levels
- Identifying and managing anticipated resistance to change
- Leading change management work streams with a structured process in line with requirements
- Supporting development of communications relevant to change initiatives
- Providing coaching and training to employees at all levels
- Setting up community's and internal networking platforms
- Defining success metrics and measuring performance against these
- Providing reports and other updates to management and project teams

#### MODERN WORKPLACE

- Extensive experience in working/training Microsoft 365 tools & streamline business processes. Deliver integrated & collaborative experiences.
- Integrate connected tools & services. Ability to translate technical capabilities into business functions. Identifying and implementing custom site designs using SharePoint Online.



C U R R I C U L U M V I T A E

# Wendy PEETERS

M365 Senior Consultant / Change Officer



## Professional experience

### 2020 – ... Senior Consultant Microsoft 365 / Change Officer

HUB.CO

Training and adoption, SharePoint/Microsoft 365 support and implementation, functional writing and business analyses, change management

### 2012 – 2020 Office 365 Consultant / Change Officer

ADVANTIVE

Training and adoption, SharePoint/Microsoft 365 support and implementation, functional writing and business analyses, change management

### 2010 – 2012 Time Systems Consultant

AMANO

Implementation time systems software, aftercare and support

### 2002 – 2010 Administrative jobs

Taking orders, customer service, filing documents, invoicing and follow-up of payments, designing brochures, advertisements, banners and promotional gifts

### 2001 – 2002 Teaching – interim jobs

## Studies, Training & Certification

### 2021 Certification Powell Software

### 2021 Certification Teamleader

### 1998 - 2001 Bachelor Secondary Education and Teaching

Katholieke Hogeschool Limburg

**Native language :** Dutch

**Other languages :**

	Comprehend		Speak		Write
	Listening	Reading	Participating in a conversation	Speaking continuously	
English	C2	C2	C2	C2	C2
French	B2	B2	B1	B1	A2

Levels: A1 / 2: basic user - B1 / 2: independent user - C1 / 2: experienced user  
Common European Framework of Reference for Languages



## CURRICULUM VITAE

# Wendy PEETERS

M365 Senior Consultant / Change Officer



## Project references

### 2022 Armosa

Document management on SharePoint linked to ERP and webshop



### 2022 Cecoforma

Migration of classic file shares from SharePoint environment to the cloud  
Implementation of New Ways of Working community  
Building intranet sites for the different entities and/or departments



### 2022 UITP

Hosting multiple training sessions in how to use the Microsoft 365 tools and providing support after these sessions.  
Creating weekly tips and tricks for the M365 end users



### 2022 Carmeuse

Providing guidance and training, hosting multiple sessions in how to use the Microsoft 365 tools and providing support



### 2021 Sabam

Assisting in setting up a company intranet and provide training for different user groups, from end user to global admin.



### 2021 Deknudt – Nelis

Analyzing business needs for a custom app to provide customer information via a tab in MS Teams. Creating the design in PowerApps.



### 2021 Royal Fruit Company

Analyzing business needs for a custom app which involves registration of employees, signing startup documents and providing these digitally. Creating the design in PowerApps.



### 2021 Intesa

Consulting in moving data on shared files towards the cloud. Analyzing content from different departments via multiple workshops to help designing a logical MS Teams structure.

Assisting in setting up a company portal and provide SharePoint training.





C U R R I C U L U M   V I T A E

# Wendy PEETERS

M365 Senior Consultant / Change Officer



## Project references

### **2018 – 2020 BNP Paribas Fortis – Migration W7 to W10 / Managing user information/Set up community**

Setting up a Skype Ambassadors community who were trained intensively to provide nearby/in-house support for their peers. Also, they provided feedback from the field which was used to define best practices and communication guidelines.

Creating user information about the new tools in Microsoft 365 and managing them in a custom SharePoint portal. Providing functional end user support in different ways.

Setting up an intranet site for Secrétariat Générale.



### **2014 – 2016 KBC – Change Management / Coach O365 /Set up community**

Setting up the documentation for user governance, user adoption guidelines and procedures.

Setting up a Champions community who were trained intensively with the aim of providing nearby/in-house support for their peers. Next to giving support, the Champions were the eyes and ears of the cloud support team and uncovered business challenges which were dealt with in providing solutions using the new cloud tools.

Managing an Ambassadors community whose main purpose it was to promote the digital changes and new tools. Gathering success stories, best practices, finding the 'what's in it for me' and communicate these company wide via different (internal) social networking platforms.

Assisting in the business guidance and support for SharePoint in different ways: webinars, face to face meetings, e-mail or through a SharePoint forum.

Analyzing additional (business) needs.

Designing the functional analysis and configuring/designing the solution in O365.

