

Date of birth: 07/06/1978 | Nationality: BE | Gender: Female |

Residency: Belgium

## PROPOSED POSITION: Project & Contract Manager

20 years of experience in nurturing mutually beneficial relationships with EU contracting authorities and in managing related framework contracts (Desis, Desis 2, ABC, Dimos, DIGIT TM, DIGIT TM2...)

Versatile team player, successfully managing senior functions of Business Director, Sales Account Manager for European Institutions and International Organisations as well as Project and Contract Manager Client focused, proactive, flexible and dynamic with excellent communication skills allowing the creation and/or the sustainability of strong customer relationships.

Results-oriented communication and digital project executive with over 10 years of proven experience overseeing end-to-end project lifecycles from conception to execution. Adept at managing cross-functional teams, budgets, and stakeholder relationships to deliver high-quality, strategic digital solutions. Skilled in aligning project objectives with organizational goals, fostering collaboration across diverse teams, and adapting to evolving client and organizational needs. Recognized for a track record of successful project delivery within European institutional environments and a strong ability to drive strategic growth.

### ● WORK EXPERIENCE

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04/2025 - Ongoing; Leuven (Belgium)

#### **Client Partner – Randstad Digital Belgium**

- Responsible for IT Services and Projects sales to the European Institutions (mainly European Commission).
- Drive strategic relationships, identify new business opportunities, and ensure the successful delivery of talent services and solutions that align with the Commission's goals and initiatives.
- Build, develop and maintain strong and strategic relationships with new and existing clients ensuring high satisfaction levels and continuous business development.
- Responsible for the entire sales cycle for European Institutions.
- Prospect and fulfil European Organisations contracts with regards to the provision of IT services.
- Lead the end-to-end management of IT services and digital communication projects for European Institutions.
- Oversee project conception, planning, execution, and delivery, ensuring alignment with stakeholder expectations and organizational strategies.
- Coordinate cross-functional teams across multiple projects, managing budgets, resources, and timelines to ensure successful, timely delivery of high-quality digital solutions.
- Develop and manage consortia, create strategic proposals, and lead negotiations to secure new contracts and expand service offerings.
- Act as a central point of contact for complex project portfolios, ensuring adaptability to changing project scopes and organizational priorities.

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10/2020 – 02/2025; Diegem (Belgium)

## **Business Director European Institutions and International Organisations – Ordina BE/ Sopra Steria BE**

### General responsibility:

- Responsible for IT Services and Projects sales to the European Institutions (mainly European Commission, Executive Agencies and Council of the European Union) and management of the EU Operating Unit within the company.

### Key responsibilities include:

- Oversee and drive strategic business initiatives, optimise operations, and contribute to the overall growth of the company.
- Develop and implement strategic business plans to achieve company goals and objectives.
- Collaborate with C-level management to define and execute growth strategies.
- Provide regular reports and presentations to executive leadership about financial results, business performance and KPIs.
- Manage budgets, forecasts, and financial performance of the EU Operating Unit and monitor KPIs to support organizational growth.
- Prospect and fulfil European Organisations contracts (i.e. DIGIT TM2 FWC) with regards to the provision of IT services.
- Supervise and follow up a team of 140 IT consultants working within different European Organisations (people and contract management) overseeing project execution from inception through to completion, ensuring quality standards and stakeholder satisfaction.
- Build, develop and maintain strong relationships with new and existing clients.
- Contracts negotiations with clients.
- Identify new business opportunities.
- Oversee the team daily operations and ensure efficient resource allocation.
- Coordinate and manage recruitment teams (in-house and 3rd parties).
- Develop and maintain partnerships with other companies to create consortia and ensure smooth collaboration between partners.
- Participate in consortium Operational Committees and represent Ordina/Sopra.
- People Manager ensuring consultants follow-up, retention and commitment as well as performance management and conducting appraisals meetings.
- Direct the strategic planning and delivery of IT services and projects for European Institutions, including the European Commission, Executive Agencies, and EU Council.
- Coordinate complex project delivery, manage cross-functional teams and external partners, and ensuring that projects meet deadlines, budgets, and quality benchmarks.

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05/2020 – 09/2020; Mont-Saint-Guibert (Belgium)

### **Senior Sales Executive - Elium**

Main responsibilities:

- Developing customer base and 1st point of contact for organisations interested in Elium (Knowledge sharing platform - SaaS solution) to guide them throughout the sales journey.

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01/2019 – 02/2020; Brussels (Belgium)

### **Business Development Manager – iStorm Projects**

Main responsibilities:

- IT consultancy lead, strategy and driving the business growth of the company.
- IT Services and Projects sales to clients in financial, telecom and institutional sectors (such as Belfius, SPW, Proximus, the European Commission...).
- Prospect, identify and collect new commercial opportunities.
- Establish, develop and maintain strong and successful relationships with current and prospective clients.
- Entrepreneurial challenge: building up new business, raising brand awareness and gaining presence on the market.
- Identify new clients and develop growth opportunities at existing clients.
- Contracts negotiations with clients.
- Understand the clients' needs and business.
- Internal and external recruitment and allocation of the adequate human resources to the projects.
- Follow-up of a projects- and clients-portfolio and of a consultants' team (people and contract management, mobility and replacement management, anticipate needs and risk management).

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06/2014 – 12/2018; Brussels (Belgium)

### **Business Development Manager – PwC**

Main activities and responsibilities

- IT Services and Projects sales to the European Institutions (mainly European Commission, Executive Agencies and Council of the European Union) ensuring strategic alignment and high-quality execution.
- Prospect, identify and collect new commercial opportunities.
- Establish, develop and maintain strong and successful relationships with current and prospective clients.

- Business development within European Institutions.
- Identify new clients and growth opportunities at existing clients.
- Contracts negotiations with clients.
- Prospect and fulfil European Organisations (framework) contracts with regards to the provision of IT services.
- Understand the clients' needs and business.
- Internal and external recruitment and allocation of the adequate human resources to the projects.
- Follow-up of a projects and clients portfolio and of a consultants' team (people and contract management, mobility and replacement management, anticipate needs and risk management).
- Lead initiatives to identify and secure new business opportunities, managing project pipelines from conception to delivery.
- Supervise project teams, coordinating resources and managing client relationships to ensure deliverables meet organizational and client standards.
- Oversee project lifecycle activities, including planning, resource allocation, risk management, and stakeholder communication.
- Contributed to organizational growth through strategic project execution and fostering collaborative client partnerships.

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06/2014 – 04/2016; Brussels (Belgium)

### **e-Procurement EU Adoption Program Manager - PwC**

Program Manager for the EU Adoption of e-Procurement responsible for the adoption of the e-PRIOR modules by the services of the Commission and commercial contact inside the European Institutions.

e-PRIOR is a service-oriented communication platform developed by DIGIT allowing buyers to exchange standardised electronic procurement documents with their suppliers. It is currently used by the European Commission and other EU Institutions.

#### **Main activities and responsibilities**

- Contributing to the action plan to implement full e-procurement in the Commission
  - Coordinate activities between development teams, European Commission services, and stakeholders.
  - Defining the scope and objectives of the exercise (in terms of services, market procedure types and selection of calls for tenders).
  - Liaising with those responsible of the DG's about the specific planning for adoption.
  - Liaising with the development team about the readiness of the successive modules.
  - Reporting to the DIGIT.B4 hierarchy about the progress.
  - Monitor progress through regular reporting, risk management, and stakeholder engagement, ensuring project objectives aligned with organizational goals.
  - Planning of the rollout of e-Request, e-Ordering and e-Submission modules in the EU services for 2014, 2015 and 2016.
  - Monthly progress reports to top management for each activity. Member of the Business CAB (Change Advisory Board) to negotiate client's specific requests versus technical and budget constraints.
  - Service Manager for the pre-award modules.
  - Lead project planning, scope definition, and implementation of e-PRIOR modules, ensuring timely delivery and adoption.
  - Manage change processes and stakeholder expectations.
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## **Business Development Manager/Service Delivery Manager/People Manager- Trasys**

### Main activities and responsibilities

- Business Development Manager responsible for IT Services sales to the European Institutions (mainly European Commission, Executive Agencies and Council of the European Union). Responsibilities included:
  - Prospect, identify and collect new commercial opportunities.
  - Build, develop and maintain strong relationships with new and existing clients.
  - Business development within European Institutions.
  - Contracts negotiations with clients.
  - Prospect and fulfil European Organisations contracts with regards to the provision of IT services.
  - Reporting of commercial opportunities, sales results, status of proposals and contracts to top management.
- Service Delivery Manager: Responsibilities included :
  - Understand clients' needs and collect information to define and anticipate key resources requirements.
  - Recruit IT experts (interviews, mission briefing, salary package negotiations...) to staff clients IT missions.
  - Coordination and management of recruitment teams.
  - Bid Manager for proposals (candidates CV's as well as financial proposals).
  - Validate proposals relative to customer expectations and RFP (Request For Proposal).
  - Supervision and follow-up of a team of 90 IT consultants working within different European Organisations (people and contract management) across multiple projects.
  - Follow-up of customer satisfaction.
  - Follow-up of consultant's projects :
    - External: regular visits on client's premises (around 20 different locations) to check client's satisfaction.
    - Act as a key interface between clients and technical teams, facilitating communication and ensuring project objectives are achieved.
    - Internal: check projects financial situation, anticipate risks. Financial and quality reporting, KPI, planning forecast.
  - Oversee project delivery, ensuring scope, budgets, and timelines are met while maintaining high client satisfaction.
- People manager: acting as a key interface between clients and Trasys' consultants. Responsibilities included:
  - Management, coaching, motivation of consultants, assessment of adequacy between competences and mission requirements, organise training in diverse technologies (UML, RUP, .Net...), anticipate end of missions and avoid intermissions, replacement management, career evolution follow-up...
  - Appraisal of a team of 90 IT consultants: collecting client's feedback and conducting appraisal meetings with consultants.
  - Coaching and monitoring for new or junior staff members.
  - Events organisation to maintain and reinforce consultants' link with Trasys and improve retention.

## **Quality Manager in New Issues Department – Euroclear Bank**

### Responsibilities included:

- Control queries (based on SQL queries): check, pro-active analyses and amendments in order to improve work quality as well as information provided by the Euroclear system and databases
- Contacts with clients (investment banks, pension funds...): investigations, follow up and problem solving.
- Analyse, manage and solve problems linked to payments and characteristics of the different financial instruments managed by the Euroclear system.

## EDUCATION AND TRAINING

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09/1996 - 06/2000

**Master in Translation German - English** – Institut Supérieur de Traducteurs et Interprètes (ISTI)

09/1990 - 06/1996

**Upper secondary education certificate** – Institut des Sacrés-Coeurs de Waterloo

### ● LANGUAGE SKILLS

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	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>French</b>	C2	C2	C2	C2	C2
<b>Dutch</b>	A2	B1	A2	A2	A2
<b>English</b>	C1	C1	C1	C1	C1
<b>German</b>	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

### ● DIGITAL SKILLS

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Collaborative tools: Sharepoint, Teams, Confluence/Jira, Agile and Project Management methodology and tools: Asana, Scrum, MS Office Suite, financial tools: SAP S/4 HANA, Power BI, instant messaging: Slack, Teams

### ● COMMUNICATION AND INTERPERSONAL SKILLS

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#### Communication skills

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- Build strong client relationships and client focused.
- Strong leadership, team management and mentoring.
- Management experience.
- Strong negotiator.
- Proven track record of driving business growth and achieving revenue targets.
- Big-picture thinking and long term vision.
- Identification, understanding and development of client's business.
- Quality and customer satisfaction oriented.
- Excellent presentation and (oral and written) communication.
- Autonomous as well as team player and collaborative.
- Flexibility, proactivity and versatility.
- Problem solving and decision making.

## Organisational skills

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- Analytical mind with an eye for detail.
- Effective organisational skills.
- Process improvement