

## **DETALLE Guillaume Eric J.**

*Permanent resident of Canada*

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### **Skills**

- Case management for several governmental surveillance and social support programs
- Budget management
- Specifications writing
- Quality management
- Bilingual customer service, information and help to citizens
- Multilingual participation to european level coordination meetings

#### Programming languages

- HTML, CSS, Javascript.
- Personal website with my application portfolio : <https://guidetalle.github.io>

#### Programming languages : certificates

- Javascript tutorial and projects course, John Smilga, 46h, UDEMY

### **Professional experience**

**April 2019 - January 2022 : Case manager for the department of coordination of social energy politics, Federal Public Service Economy, SMOs, Middle Classes and Energy, Brussels, Belgium**

- Management of the federal social energy fares program
- Case management of the recipients of the program
- Information and help to citizens concerning the program
- Training of the the members of the other belgian institutions about the content and functioning of this program
- Participation to coordination meetings and european projects around the theme of energy poverty

**April 2018 - March 2019 : Bilingual Customer Service Representative, Kanetix Ltd., Toronto, Ontario, Canada.**

- Bilingual (FR/EN) customer service
- Training of new team members
- Management of a specific telephone marketing program directed towards insurance products for Quebec customers

**June 2015 - March 2018 : Technical files manager for the energetical products market surveillance authority, Federal Public Service Economy, SMOs, Middle Classes and Energy, Brussels, Belgium**

- Case management for the market surveillance program of energetical devices
- Collaboration with the customs authority about the blocking and liberation of products that do not comply with european safety regulations
- Management of the department budget and of the contracts with the labs
- *Participation to european coordination meetings around market surveillance.*

**September 2014 – June 2015 : Quality Manager for the petroleum products control department, Federal Public Service Economy, SMOs, Middle Classes and Energy, Brussels, Belgium**

- *Management of the quality insurance system of the department*
- *Writing of reports and preparation of meetings about the activities and statistics of the department.*

## Higher Education

**2012-2014** : Master's degree in Environmental Science and Management, Université Catholique de Louvain, Belgium. Cum Laude.

**2010-2012** : Master's degree in Geographical Science, Climatology Orientation, Université Catholique de Louvain, Belgium. Cum Laude.

## Languages – skills and certificates

French : mother tongue

English : fluency.

*Cambridge First Certificate in English, Cambridge University, Cambridge, UK*

Dutch : upper intermediate fluency

*Dutch/French Bilingualism certificate, SELOR, Brussels, Belgium*

## References

**FPS Economy, SMOs, Middle Classes and Energy, Brussels, Belgium**

**Department of coordination of social energy policies**

Joke Brecx, head of department

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**Energetical products market surveillance authority**

Bram Verckens, head of department

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**Kanetix Ltd., Toronto, Ontario, Canada**

Maral Kirijan, former head of Customer Care department

[Linkedin Profile](#)