

# Martine Derde

## Curriculum vitae

### Personalia

Colmanstraat 57  
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Birth date : 24-12-1970  
Gender : Female  
Nationality : Belgian  
Married, mother of one son

### Professional Experience

#### **Independent Project & Change Manager** **Project management – general management – change management**

- **Program Manager EPD (Elektronic Patient File) transformation in the hospital AZ Sint Jan Brugge/Oostende (part time - current)**
- **Project Manager (multiple projects) in the hospital AZ Sint Maria Halle (part time - until end 2017)**
  - **Implementation of endoscopy unit**
  - **Implementation of OR planning tool**
  - **Preparation of several hospital domains for NIAZ audit**
  - **Implementation of digital archiving tool**
- **Director a.i. Elderly Home De Mouterij – Aalst (Senior Assist)**
- **KMO coaching (current – ad hoc requests)**
  - Increasing efficiency through
    - Personal coaching, time management
    - Business process analysis, implementation ERP
    - Project management
    - Strategic management (help companies define their mission, vision, values, strategic and operational goals)
- **Training (current – ad hoc requests)**
  - Customer friendliness
  - Change Management

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- Business process analysis
- **Human Resources Projects:**
  - Development and implementation of Talent Management
  - Development and implementation of Performance Management
  - Building HR strategy and policy from scratch

### **Sociale Huisvestingmaatschappij Woonpunt Mechelen – (Jan 2013 – Sep 2015)**

#### **Algemeen directeur (Jan 2013 – Sep 2015)**

##### Responsibilities

- General and operational management of the organization
- Managing 2800 premises
- External representation of the organization
- Strategic and operational development of the organization
- Accountable for all internal audit processes
- Multiple simultaneous large building projects
- In charge of 45 FTE, 9 direct reports in management team
- Bridging between organization and board of directors
- Development of strategic policies and translation into concrete project plans
- Financial management

##### Realisations

- Delivering several building projects
- Introduction and follow up of financial long range plan and annual budget estimates
- Development and implementation of self-steering teams – matrix organization
- Analysis and implementation of business processes
- Implementation of performance management
- Conducting IT audit, implementation of new hard and software

### **OL-Vrouwziekenhuis Aalst (2002 – 2012)**

#### **Project Manager (June 2004 – December 2012)**

##### Responsibilities

- Implementation of Project management methodology
- Project coach to other project managers
- Project management of several simultaneous hospital wide projects in different departments and domains

##### Realisations

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- Logistics project consisting of following sub projects:
  - Implementation of a central warehouse and centralized stock management
  - Implementation of a purchase and procurement department
  - Implementation of procurement and inventory management software
- Implementation of commercial activities in the hospital
- Implementation of a strategic communication project
- Implementation of IT projects (SAP)
- Implementation of HR ESF project
- Implementation of hospital wide care projects

### **Unit Manager Pharmacy (January 2002 – June 2004)**

- People management: in charge of a group of 50 people
- Business process analysis, redesign and implementation
- Implementation of intra-departmental IT projects (e.g. infohos,...)
- Cross-departmental projects (e.g. logistic project)

### **Belgacom (1997 – 2001)**

#### **Implementation and Operations Manager in Customer Service (June 2000 – December 2001)**

- In charge of a team of 20 people
- Impact analysis and implementation of all IT projects (CRM, office automation)
- Operational management: providing quick win solutions (development of small, mostly web based, applications) and maintaining hardware.

#### **Manager Call Center Transformation Team (July 99 – June 2000)**

- In charge of the Call Center Automation Project
- Leading a team of 4 people
- Analysis and implementation of the cross-divisional projects After Sales, SON (service ordering application) and CTI, all used in call centers of both Residential and Business customer divisions

#### **Business Analyst (July 98 – July 99) :**

- Member of Call Center Automation Project Team
- Analysis and implementation of the cross-divisional After Sales Project, a complaint handling application, used by over 1000 users in both Residential and Business Customer Services.
- Facilitated a cross-divisional team to define business requirements, functional specifications, user acceptance criteria, test cases. The job also included consultancy on testing, training, developing business methods and procedures.
- The business benefits include :  
Staff reduction by 25 FTE's by introducing automatic routing of tickets and enabling on line resolution of complaints/requests
  - Improving customer satisfaction by using follow ups, call backs, single point of contact, sales leads
  - Reducing work time through CTI

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- Facilitating improved sales opportunity

### **IT coordinator (September 97 - June 98) :**

- Coordination of IT within the call centers, back ends and written complaints services in Gent and Kortrijk.
- Application and system support, providing necessary hardware and working closely with local IT helpdesks.

### **Volvo Cars Gent (1994 – 1997)**

#### **Analyst-Programmer (February 94 - August 97)**

Analysis, programming, testing and overall maintenance of all applications owned by the personnel department (including salary system for both blue and white collars and time registration), medical department, and travel department.

## Education

### **University**

#### **Germanic Philology (German-English) (October 88 - June 92) :**

University of Ghent  
Degree : Distinction

#### **Diploma of Education (October 90 - June 92) :**

University of Ghent  
Degree : Distinction

#### **Specialized Study Media and Communication (October 92 - June 93):**

University of Ghent  
Degree : Grote Onderscheiding (High Distinction)

### **Additional education (professionally)**

#### **Prince 2 (2010 Kluwer)**

#### **Postgraduaat Management in de gezondheids-en welzijnszorg (2010-2012)**

HUB EMS  
Degree: Distinction

#### **Analyst-Programmer (February 94 - August 94) :**

Through self study and on the job training : RDB, DB2, VMS, Fortran, COBOL

### **Additional education (hobby)**

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### **Chinese (September 2006 -2008)**

Hogeschool Gent

### **Italian (2010 - 2011)**

University of Ghent

### **Language Skills**

- Dutch: mother tongue
- French: very good speaking and writing skills
- English: excellent speaking and writing skills
- German: excellent speaking and writing skills
- Chinese: basic speaking and writing skills
- Italian: basic speaking and writing skills

### **Other skills**

- People management
- Change management
- Training and education
- General project management
- Business process analysis
- Development of business cases
- Analysis and implementation of supply chain in healthcare
- IT project management (Implementation CRM, SAP/MM)

### **Hobby's and social activities**

- Coach for small companies (VOKA – PLATO)
- Member of school's parents council
- Gardening
- Reading
- Traveling: actively discovering nature and culture
- Hiking
- Music in general
- Studying piano