

Christian Berends

Head of Operations



Personal details

Christian Berends

chrisberends@me.com

+31686687214

Origamistraat 3
1066SW Amsterdam

Male

linkedin.com/in/cberends



Education

Commercial Economics

HEAO Groningen Commercial economics

economics

Jan 1994 - Dec 1996

Hanze

1994, HAVO

Willem de Zwijger College

Jan 1988 - Dec 1994

Professional Summary

Dynamic Business Manager with extensive expertise in managing customer success, streamlining operations, and driving organizational growth. Known for restructuring departments, enhancing customer satisfaction, and achieving business targets through strategic planning and effective leadership. Proficient in HR and CRM.

Core Competencies –

- Engagement
- HR
- Managing teams
- Operational management
- Operational/Change management
- Coaching
- Peoples Management
- Digital improvements (AI / IT)

Director Customer Care

Landal Holiday Parcs (Freelance, current employer)



- * Managing the Learning & Development team
- * Managing the Workforce Management team
- * Project Manager in Salesforce transition of Landal & Roompot
- * Lead HR projects & onboarding
- * Project manager of Power BI integration with Wipro
- * Project Manager of Training implementation
- * Coordination of Harmony Project (Roompot & Landal)

Director Customer Success

Aug 2023 - May 2024 ·

Talpa Network, Hilversum, Noord-Holland, Nederland



- * Customer Success LINDA Magazine
- * Managing Customer Service Team
- * Restructuring customer service & success projects
- * JIRA
- * Salesforce
- * Learning & Development
- * Setting up new customer success plan
- * Managing transition to Service Cloud

Business Manager

Nov 2022 - Jun 2023

Action, Zwaagdijk-Oost, Noord-Holland, Nederland



- *Redesign the CS department
- * Roadmap for all CS related projects
- * HR responsible for the internal set up
- * Customer Success & Journey project leader
- * Redesign customer service department
- * Integrate digital channels within CS
- * Managing EU CS department



Head of Customer Service (ad interim)

Holland Casino, Amsterdam Area, Netherlands

- ** Project manager for centralizing 14 casino venues to HQ
- * Engagement between the venues
- * Setting up landbased CS structure
- * Maintaining a 9+ service to our guests
- * Team development
- * Coaching
- * Business Improvement
- * Recruitment (new) agents
- * Engagement manager

Aug 2019 - Sep 2021



Head Of Customer Service

Netflix, Amsterdam en omgeving, Nederland

- Managing a team of 4 operations managers, 15 TL's , 600-800 FTE
- Head of social committee
- Recruitment and onboarding
- P/L of Europe (5Mln)
- Implemented coaching and development
- Weekly Coachings
- Improve operational processes
- Team Development
- Scalable solutions
- Crossfunctional communication
- Weekly targets with senior management
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Oct 2017 - Jun 2018



Credit Control Manager Europe

Booking.com, Amsterdam Area, Netherlands

- Organized and hosted QDM event
- Organized and managed Direct Debit project
- Project leader direct debit Europe
- Collection of open invoices
- Team Development
- Scalable solutions
- Cross functional communication

Apr 2017 - Sep 2017



Head of Sales & Logistics (a.i./)

Bleckmann, World Fashion Centre Amsterdam

- * Organized and hosted Bleckmann logistics event
- * Optimising order to cash
- * Managing new WMS system and roll out to suppliers, customers and
- * Manage World Fashion Centre team
- * Generate new business for WFC Site
- * Retain existing customers
- * Manage logistic part of the site
- * Seek new prospects within and out of WFC
- * Manager site (all processes)
- * Organized Bleckmann event in WFC

Jan 2015 - Dec 2015



Project Manager Benelux

Diesel, Amsterdam Area, Netherlands

- * setting up sample sale * contact suppliers * setting up logistics

May 2014 - Jul 2014



Credit Manager Diesel Benelux

- * New credit management process
- * Weekly aging * Weekly contact with lawyers