



# Tomas Van Look

Business & IT consultant

📍 Jozef Plateaustraart 28/101

9000 Ghent, Belgium

📅 08/03/1993 (25 y.o.)

✉️ t.vanlook@confidus.be

☎️ +32 (0)474 79 56 85

📁 BE 0839.449.975

## Experience

2017- now

### Director of Customer Services at Behind The Buttons

- Member of the Board of Directors
- Leading a team of 6 people
- Overseeing presales, project management, customer success & technical support for small to large clients (Danone, XPO, VPK, ...)
- Contributing to company's transition to a product company
- Built up experience in industrial & logistics by implementing our SaaS solutions in facility, visitor and yard management

2016 - 2017

### Software Development Manager at Behind The Buttons

- Member of the management committee
- Leading a team of 4 people
- Overseeing development & support team, implementing toolsets (Zendesk, JIRA, Confluence, ...),
- Product owner for company's first SaaS solution

2014 – 2016

### Project Manager at Behind The Buttons

- Business/functional analyst for custom development projects
- Supervising developers, leading technical workshops, executing QA, training key users, 3rd line support
- Full project responsibility (budget, timing, scope)

2011 – now

### Freelance software consultant at Confidus

- IT consultancy, web application development and hosting

2007 – 2011

### Several student jobs & freelance projects

- Ran a small hosting & web development company
- Several student jobs in retail and catering

## Education

2017

**Leadership Transition Programme**, Vlerick Business School

- Self-leadership & people management courses + coaching
- Individual coaching traject

2013 - 2014

**Business Administration**, Universiteit Gent

- Master of Science in Business Administration
- Specialization: Management & IT

2010 - 2013

**Business Administration**, Hogeschool Gent

2004 - 2010

**Economics/Modern Languages**, Sint-Andreasinstituut Brugge

## Skills

● Basic ●● Moderate ●●● Professional ●●●● Advanced ●●●●● Expert

Languages

Dutch ●●●●● French ●●●○○  
English ●●●●○ German ●○○○○

Business knowledge

(Analytical) accounting, account management, BPM(N), change management, CRM, customer satisfaction, information management, ITIL, lean, people management, project management, supply chain management, ...

IT knowledge

Office ●●●●● Atlassian ●●●●○  
Windows ●●●●○ Adobe ●●○○○

Experienced in analyzing software interfaces (APIs, hot folders, SDKs, ASCII files, ...) and hardware integrations.

Expertise in several accounting programs, access control systems, CRM and service desk systems.

Other software knowledge

AWS, AutoTask, Dynamics (CRM), Elastic.io, Google Analytics, Frontrange, Klipfolio, MySQL, .NET, PagerDuty, Pipedrive, Peripass, PHP, PRTG, SAP, Signavio, Twilio, Zapier, Zendesk, ...

## Personal info

Civilian state

Legally cohabiting

Characteristics

Reliable, analytical, easy-going, enthusiast, fast-learning, ambitious, punctual, loyal, independent, problem-solving, eager to learn

Hobbies

Badminton, cooking, interior design, music