



TOM CARNEWAL

CUSTOMER SUCCES HERO

WHO?

Nationality Belgian
Birthdate 14.02.1972
Father of Two millennial sons
Married to A lovely wife
Likes Good wine & honest cuisine
Really fond of Skiing, diving, snowboarding, long distance running
Kicks on Adventurous traveling and a good gig
Relaxes on Reading books and writing poetry
Adores His family



CONTACTS

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🌐 [linkedin.com/tomcarnewal](https://www.linkedin.com/company/tomcarnewal)



WORK EXPERIENCE

- Present • **HEAD OF DIGITAL TRANSFORMATION**
at Dun & Bradstreet Altares Group 📍 Rotterdam/Paris
Guiding the organisation to the day after tomorrow. Overlooking the integration of digital technology into all areas of the business, fundamentally transforming how the group operates and delivers added value to its customers.
- Present • **DIRECTOR CUSTOMER OPERATIONS**
at Dun & Bradstreet Altares 📍 Rotterdam
Reorganize from product centric to customer centric org. Management of all customer operation teams (50 Persons). Implement a customer success org, CSM platform, processes and mindset
- 2015 - 2018 • **DIRECTOR MIS**
at Selligent Corp 📍 Red Wood City
Management at international group level of all IS and MIS systems and team start up. Setup of the Salesforce.com platform. Analysis & setup of the customer success platform Gainsight Integration through Dell Boomi of all MIS platforms.
- 2011 - 2015 • **CUSTOMER SERVICE MANAGER DACH**
at Selligent GmbH 📍 München
Responsible Service department: HRM, Budget & Service Sales. Responsible for key DACH Projects and Customer Service
- 2010 - 2011 • **CUSTOMER SERVICE DIRECTOR**
at Selligent SA 📍 Paris
Member of the Management Committee. Manage service departments for France, Belgium & Netherlands. Responsible for Service HRM, Budget & Sales.
- 2002 - 2010 • **REGIONAL SERVICE MANAGER**
at Selligent SA 📍 Brussels
Manage Benelux service team. Responsible for Service HRM, Budget & Sales. Manage key clients & projects.
- 2000 - 2002 • **MARKETING SUPPORT MANAGER**
at Vandermoortele 📍 Ghent
Responsible for the Marketing Support department. Development of Projects Contact Management & Database Marketing Platform, CRM, E-Business & Digital Asset Management.



CARNEWAL CONSULT



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SKILLS



LANGUAGES

Dutch
English
French
German
Spanish
Portuguese



CARNEWAL CONSULT

1998- 2000

SALES & MARKETING REPRESENTATIVE

at ShowCase

Brussels

Promoting, prospecting and selling of the ShowCase data warehousing and business intelligence solutions on the AS/400 in the BeNeLux market.

1996- 1998

SALES REPRESENTATIVE

at Inex

Bavegem

Responsible for prospecting of and selling to key account customers (B2B) of the Inex products. Managing the Sales Rep team.



STARTUP EXPERIENCE

2018- 2020

PARTNER

at Certables

Oosterzele

General & Strategic Management. Sales & Marketing Management. Business Development.

2016- 2018

CEO & CO-FOUNDER

at FunkyTime

Zottegem

General & Strategic Management. Sales & Marketing Management. HR Management

2011- 2015

CUSTOMER SERVICE MANAGER DACH

at Selligent GmbH

München

Start up the Munich Branch Office and Service Department.



EDUCATION

2018

ADVANCED CUSTOMER SUCCESS MANAGEMENT

at Pulse Academy

UK

2017

CERTIFIED CUSTOMER SUCCESS MANAGER

at Pulse Academy

UK

2006

CERTIFIED CRM CONSULTANT

at Selligent

Brussels

1996-1997

TECHNICAL MANAGEMENT GRADUATE

at BCZ

Ghent

1995-1996

MASTER IN COMMERCIAL SCIENCES

at HUB

Brussels

1989-1995

COMMERCIAL ENGINEER

at HUB

Brussels