

## Contact details

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## Background

Highly experienced, customer service professional with a strong focus on quality assurance, training and sales management. Possesses a deep understanding in developing high levels of customer satisfaction and business value, through a meticulous attention to detail and proven results in fulfilling the needs of the customer and the business in various industries. Delivers commercial focus by prioritising, engaging and managing key resources effectively. Very effective at cultivating and managing relationships to deliver customer and commercial objectives.

## Professional experience

May 2015 – April 2017

**Vers aan Tafel B.V. – Amsterdam, The Netherlands**

*Food Service – part of the Marfo Food Group*  
 €6MM turnover – 28 staff – 400K Ebitda  
 Role: CEO a.i.

January 2012 – February 2017

**Q Cocktail Bar, Eatery, Lounge – Koh Chang, Thailand**

Role: owner - manager

May 2003 – July 2011

**Interactive Dialogues – Brussels, Belgium**

*Leading provider of multilingual training compliance programmes for the financial, chemical, FMCG and hospitality industry*

Roles:

1. Chief Commercial Officer (May 2006 - July 2011)
2. Account and Senior Sales Management (Austria, Germany, The Netherlands, Spain) (May 2003 - May 2006)

November 1996 – May 2003

**Euroclear Bank, JP Morgan – Brussels, Belgium**

*International Clearing Bank*

Role: Sales and Account Manager for Austria, C&EE and Switzerland

August 1994 – March 1996

**Business Faculty – Brussels, Belgium**

*Business congress and conference facilities centre*

Role: F&B and Sales Manager

January 1994 – June 1994

**Gapôtel – Gap, France**

*3 star hotel-restaurant in tourist area (Hautes Alpes)*

6 months training: restaurant and front-office

January 1993 – June 1993

**Novotel – Namur, Belgium**

*4 star hotel in the French-speaking touristic city of Namur*

6 months training: restaurant and front-office

## Education

June 1994

BA (Hons.) Degree in Hotel Management  
*Erasmus Hogeschool – Brussels, Belgium*

July 1990

Pre-university education  
*Petrus Hondius Lyceum, Havo (social sciences, languages and economics) – Terneuzen, The Netherlands*

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## Language skills

**Dutch** – *mother tongue*

**English** – *fluent*

**French** – *fluent*

**German** – *fluent*

**Spanish** – *fluent*

**Thai** – *learning, private courses*

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## Software knowledge

Microsoft Office

Salesforce

LMS

Photoshop

SAP Business One

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## Personal information

**Date and place of birth**

*8 November 1970, Terneuzen, The Netherlands*

**Nationality**

*Dutch*

**Driving licence**

*B*

**Interests**

*Photography, music, travel, reading, surf, cooking, cinema*

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## References

Upon request and on my LinkedIn profile page: <https://www.linkedin.com/in/alexander-blaauw-a9038a>