

Coordonnées

edelhoulle@gmail.com

www.linkedin.com/in/edelhoulle
(LinkedIn)

eric.delhoulle.be (Personal)

Principales compétences

Agile Methodologies

Atlassian Suite

Jira

Languages

Français (Native or Bilingual)

Anglais (Full Professional)

Certifications

Creative Leadership certificate

Atlassian Pro Skills Badge: Jira
Essentials with Agile Mindset (APB-
JEA)

Certified ScrumMaster® (CSM®)

Honors-Awards

Premier Prix d'Arts de la Parole

Certificat de qualification en
électronique de télécommunication

Eric Delhoulle

Empowering You to Master Your Website and Shine Online

Liège, Région wallonne, Belgique

Résumé

Digital Consultant specialized in creativity management. Experienced in all stages of the development cycle for dynamic web/app projects. Heavy background in project management and customer relations. Through the trainings in leadership and project management I have been able to successfully develop new projects in a limited period of time and resources.

Expérience

GAMING1

7 ans

Casino Coordinator, CSM

avril 2022 - Present (2 ans 8 mois)

Liege Metropolitan Area

Technical Account Manager

décembre 2017 - juin 2022 (4 ans 7 mois)

Région de Liège, Belgique

- Being a Single Point of Contact for the Partner
- Ensuring a high quality relationship
- Measuring The Partner's satisfaction
- Supporting The Partner in Incident Management process
- Coordinate the Partner's service and change requests related to the service
- Coordination of the deployment process – bundling positively tested changes into deployment package, agreeing upon the deployment date, supervision of the deployment itself, testing the deployed functionalities.
- Supporting The Partner's business development thanks to platform resources like introducing new features, games providers, new games, new improvements and more.

EMLdesign.be

Business Manager

octobre 2008 - Present (16 ans 2 mois)

Belgique

EMLdesign is an Art&Marketing oriented company providing email marketing solutions to organizations. We help our clients to get a new relationship with their audience. They are able to manage their lists of subscribers, send out well designed emails and to analyze the sending reports with ease.

WonderDigit.com

Digital coach

janvier 2015 - Present (9 ans 11 mois)

Liège, Région wallonne, Belgique

Guiding businesses and individuals through the fascinating universe of digital technology, I specialize in offering training sessions tailored to unlock the full potential of online platforms and strategies. My passion lies in transforming your digital aspirations into concrete realities. If you're eager to elevate your understanding and presence in the digital space, let's connect!

BuzzPack.eu

Talent Coordinator

mars 2013 - mars 2015 (2 ans 1 mois)

Région de Liège, Belgique

Manages daily operations for creative works at Buzzpack, including audience promotions and advertising. Oversees print production, graphic arts, and desktop publishing. Assists with audience research and develops creative briefs and design concepts to meet business objectives.

Yolande Piette Communication

IT Project Coordinator

décembre 2010 - novembre 2012 (2 ans)

Piette Communication manage public relations and the fulfillment of events. As IT Project Coordinator of the company, I had to manage the technical part of :

- Symposium and workshops (Support materials, backup solution, network, ...)
- Graphic layout of the project (Website, prints, ...)
- Online registrations (Attendees details, accreditations, ...)
- Attendance organization (Email marketing, orator files transfers, ...)

Cible

Frontend Web Developer

février 2010 - septembre 2010 (8 mois)

Région de Liège, Belgique

Teleperformance Benelux
Technical Support Specialist
juin 2007 - septembre 2008 (1 an 4 mois)
Région de Maastricht, Pays-Bas

Provided remote technical support. Promoted brand hardware, software and service offers.

- Strong customer service and communication skills.
- Experience supporting a broad range of customers.
- Strong troubleshooting skills.

Université de Liège (ULg)
Website Developer Internship
janvier 2006 - juin 2006 (6 mois)
Maison de la Science

Development of the website Content Management System (CMS) to make content delivery and writing easy. The application helps the pedagogical team users to efficiently update the website, creating rich contents and linking multimedia pedagogical tools to exhibition related pages in order to help the university department to reach its goals.

Formation

ULG-HEC et UMONS
University Certificate, Leading Disruptive Innovation · (2014 - 2015)

HEC-ULg Management School
Certification, Organizational Leadership · (2012 - 2013)

HEC-ULg Executive School
Certification, Innovation and Entrepreneurship · (2011 - 2012)

École Supérieure des Arts Saint-Luc de liège
Advertisement · (2006 - 2007)

Haute Ecole de la Province de Liège 'Rennequin Sualem'
Bachelor in Computer graphics design, Gestion du Web / multimédia et webmaster · (2003 - 2006)