

CV- Huvenne Marie-Hélène

Contact	About me
Phone: +32 496 80 30 38 E-mail: Mariehelene.huvenne@gmail.com Address: Brugstraat 1, 3360 Bierbeek	Strategic business professional with extensive experience bridging the gap between Business, IT, and Quality & Compliance. Proven track record in optimizing operational processes, business analysis, and driving ISO-level quality standards. Combines strong analytical problem-solving with a hands-on coaching approach to empower teams and deliver sustainable project results.

Languages: Dutch – Native French – Fluent English – Fluent German – Basic Spanish- Basic	Business & Management Project & Program Management: Business Analysis, Business Process Management (BPM), Business Relationship Management (BRM). Service & Operations: Service Management, Operational Excellence. Quality & Auditing: Internal Audit ISO 9001 (Quality Management System) People Management: Team Coaching & Facilitator
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Software & Systems ERP & Analytics: SAP, Power BI Process & Documentation: MS Visio, MS Office (Word, Excel, PowerPoint) Methodologies & Frameworks : Agile, Scrum, Lean	Personal Competencies Problem-Solving & Analysis: Analytical Mindset, Critical Thinking, Root Cause Analysis Execution & Focus: Solution-Oriented, Eye for Detail, Results-Driven Adaptability: Pragmatic, Decision-Making under pressure
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Professional Experience

Compliance Auditor - Brand Compliance

Freelance Consultant position Jan 2023 – Present

- **Compliance Audits - Governmental controls :** Quality and Certification audits for service providers who wish to obtain or maintain their official accreditation.

Warranty and Compliance Audits - Automotive industry : Analysis of sales processes, brand and financial compliance audits for the dealer network in Belgium and Luxemburg.

Project Manager/ Product Owner - Waste & Logistics - Aquafin

Freelance Consultant position Jan 2024 –Feb 2025

- **ERP Migration & Analysis:** Conducted business analysis and process mapping for the transition to SAP S/4HANA within Waste & Logistics.
- **People & Governance:** Managed a 6 FTE product team utilizing Agile methodologies and track-level project governance.
- **Budget & Resource Management:** Owned track budgeting, scope management, and resource allocation.
- **Delivery & Operations:** Oversaw functional analysis, system testing, user training, and go-live preparation.

Project Manager - Service Management - Fluvius

Freelance Consultant position Jan 2021 – Feb 2022

- **Project Leadership (Track Lead):** Managed the end-to-end design and rollout of the Service Management framework for both Digital Water Meters and Digital Electricity Meters.
- **Process Optimization:** Streamlined day-to-day Service Management workflows to enhance operational efficiency and service delivery.
- **Operational Readiness:** Established service structures, operational processes, and support models for smart metering systems.

Technical Writer - Fluvius

Freelance Consultant position Oct 2020 – Dec 2020

- **RFP Development & Authoring:** Co-authored technical and operational RFP documentation for Digital Electricity Meters and Data-as-a-Service (DaaS).
- **Requirements & Documentation:** Conducted detailed requirement analysis and managed the end-to-end authoring and review lifecycle for tender documents.
- **Stakeholder & Vendor Management:** Facilitated alignment between internal departments and external partners throughout the tender publication process

International Relations Manager - Parcels & Logistics BeNeLux – Bpost

Permanent position May 2018 – Sept 2020

Key Focus: Supplier Relations & Outbound Network optimization

- **Supplier Management & Integration:**
End-to-end responsibility for international supplier accounts, contract management, business reviews, and IT/operational implementation.
- **Process & Performance Optimization:**
Streamlined core operational processes (sorting, labeling, transport) to improve outbound network quality and efficiency.
- **Product & Pricing Management:**
Oversaw product portfolio reviews and optimized pricing structures to support sales growth.

Business Process Analyst - Infrax (now FLUVIUS) – Energy & Utilities

Permanent position -May 2015 – May 2018

- **Compliance Leadership:** Track Lead for GDPR Data Compliance implementation at Infrax and Eandis.
- **Business-IT Alignment:** Managed relationship between business stakeholders and IT, with a core focus on administrative and financial domains.
- **LEAN Process Improvement:** Mapped AS-IS/TO-BE processes, implemented KPI monitoring systems, and conducted operational business reviews.
- **Operational Insourcing:** Successfully setup new internal teams, processes, systems, and training frameworks for insourced services.

Team Coordinator Contact Center - Suez Environment – Waste & Recycling, Wallonia

Permanent position -October 2014 – May 2015

- **Regional Setup & Reorganization:** Established the Wallonia Customer Contact Center and mapped workflows for the reorganized commercial department.
- **Team Management:** Recruited, coached, and managed an 8 FTE team, driving operational excellence and service delivery.
- **Sales Performance & BI:** Steering commercial initiatives, managing sales KPIs, and delivering actionable BI reporting.
- **SAP Business Support:** Delivered functional business support and operational aftercare post-SAP deployment.

SAP Project Coordinator – Wallonia - Suez Environnement – Waste & Recycling

Permanent position – September 2012 – October 2014

- **Requirements & Blueprinting:** Led business requirement gathering for Sales and Admin domains.
- **Roll-out, Training & Testing:** Managed UAT execution, created user documentation, and delivered end-user training.
- **Change Management & On-Site Support:** Facilitated business readiness, project communications, and hypercare support across Sales, Finance, and Waste Operations.
- **Business Growth Project:** Oversaw new product market expansion initiatives alongside the SAP deployment.

Account Manager - Spiritus. (Webservices for real estate) – SaaS

Permanent position -March 2012 – June 2012

- **Account Management :** Managing customer relations, sales and product management.

Associate Consultant - Quasus N.V – Consultancy/ Software Testing

Permanent position -March 2011 – March 2012

Business Consultant on various assignments (Insurance, Telecom and Pharma)

- **Analysis & Process Mapping:** Elicited business requirements and mapped operational processes to support client transformation initiatives.
- **Project Management:** Owned project scheduling, risk management, and stakeholder reporting.
- **Software Quality & Testing:** Executed end-to-end software test engineering and quality assurance on-site.

Management Trainee - Project Management - Eurocontrol

Traineeship – September 2010 – March 2011

- **PMO Establishment:** Assisted in the creation and operational framework of a central Program Management Office.
- **Portfolio & Resource Management:** Managed project portfolio tracking, financial forecasting, and resource distribution.
- **Project Support:** Delivered governance, reporting, and operational assistance across high-priority initiatives.

Education

Bachelor - Master in Business Administration - International Relations

KULeuven (HUBrussel) [2006 – 2011]

City: Brussels | **Country:** Belgium

Bachelor in Business Administration - International Relations

Tecnologico De Monterrey [2008 – 2009]

City: Guadalajara | **Country:** Mexico

Other professional experiences

Founder & Practitioner | Reflexology Practice

June 2020 - Present

Managing a professional reflexology practice focused on stress management and holistic health.
End-to-end business operations, marketing, scheduling, and client administration.