

## **Guido Busseniers**

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Born in Tienen(B) on March 9, 1958  
Married, 3 adult children

### PROFILE :

Experienced general manager, more than thirty years in various functions within a financial group as manager of commercial, operational and IT teams. Passionate about the management of human resources, both the development of my own teams and more structural projects for the entire company.

After 15 months as HR Manager of a Belgian IT consultancy group, I decided in 2017 to make my passion my job: business coaching in the broad sense!

Still want to put this managerial expertise and ability to form successful teams at the service of organizations more oriented to the social or humanitarian, such as microStart for example.

### SKILLS and QUALITIES :

- Honest, loyal and responsible
- Well-developed social intelligence, great respect for others
- Excels in team motivation and employee development
- Intellectual curiosity allowing rapid learning of new environments
- Ability to analyze and decide (with long-term focus)
- Customer orientation, good business feeling
- Innovative approaches in the permanent search for solutions
- High adaptability and flexibility
- Easy communication both spoken and written in French, Dutch and English

### PROFESSIONAL EXPERIENCE :

- Since Sept 2017, career coach for Executive MBA participants at the Solvay Business School, Brussels
- Since begin 2017, executive & career certified coach for individuals and organizations
- Jan 2016 - March 2017 : HR Manager of Contraste Europe Group (+/- 350 fte), several IT consultancy companies
- 1984 – 2015 : career within ING Bank (former BBL)
  - 2010 – 2015 : **Chief Administrative Officer of IT**, yearly project's budget of 150 mio €
    - With a team of 140 specialists, in charge of IT generic services: security, IT Architecture, Process & Performance Mgt, Suppliers and Outsourcing, Business continuity...
  - 2005 – 2009 : **General Manager Products & Customer Services for Mid- and Large Corporates**
    - Hierarchical mgt of 360 specialists, sales and more operational people in a matrix model with functional mgt out of HQ in Amsterdam. Very wide business scope : Payments, Cash Management, Securities, Securitization, Employee Benefits and Tax Shelter,...
  - 2002 – 2004 : **Segment Manager MidCorporates & Institutional's, Belgium**
    - In charge of Strategy definition and implementation, target setting, commercial approach for that segment: 50.000 customers, 250 relationship managers

## CV Guido Busseniers (Pg 2)

- 1996 – 2001 : **Division Manager at IT (teams with 260 people)**
  - In charge of Application Projects and Maintenance in the area of Mgt Information systems, Support activities (HR, Facility Mgt, Finance,...) and Referentials (Customer and Accounts databases and systems)
  - **Proud of this achievement:** personally coordinated the changeover to the € first for the bank's accounting computer systems and then for the 2 million customer accounts.
- 1990 – 1996 : **Back & Middle Office Manager at Financial Markets**
  - In charge of Forex, Money Market and Derivatives activities from both a Back Office (execution) and Middle Office (Marked-to-market and P&L)
  - **Big project:** new large dealing room coordination with 130 positions, fully operational as from day 1
- 1989 : **Credit advisor for Retail customers**
  - Proactive approach of prospects and support for complex files to 40 branches in Brussels. Very stimulating experience but the Board asked me to go to my next assignment...
- 1987 – 1988 : **MIS Profitability tools**
  - Member of the core team who created profitability tools for Customer, Branch and Products profitability
- Nov 1984 – 1986 : Traineeship and after that, Head of Marketing for the Brussels area, i.e. 160 branches, team of 15 people

### OTHER PROFESSIONAL and SOCIAL ACTIVITIES

- Director representing ING in the Board of **Isabel** from 2002 to 2012
- Manager of my own company **FALCON30 Consulting SPRL** since 2016
- Volunteer at **microStart**, micro-credit organization since Jan 2016 : starter's coach, ambassador and decision-making member of the Credit Committee
- Co-founder of a non-profit organization at St Boniface School in Ixelles, intended to finance psychological support for children "with high potential"
- Chairman of the Parents Association of Mater Dei School in Woluwé (5 years)

### EDUCATION / TRAININGS:

Master in Mathematics at Université Catholique of Louvain from 1977 to 1981  
Certified coach, at "The Coaching Square", Asse  
Trainings in NLP (Institut Ressources, Lasne)  
Trainings in Process Comm (Taibi Kahler Belgium)  
Certified SCRUM Master, SCRUM Alliance (AGILE)

### LANGUAGES :

Perfect bilingual French/Dutch, thorough knowledge and experience in English, usual language within ING Group

### HOBBIES :

Tennis, photography, cooking and reading