

ERNA VANDEN WYNGAERT

CERTIFIED LEARNING & CHANGE MANAGER COACH

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BIOGRAPHY

Versatile, result- and efficiency-driven professional with 25+ years of international experience developing collaborative relationships with clients and peers, from executive to blue-collar level, to provide customized, sustainable business solutions. Superb personnel management skills with expertise in the insurance & banking sector, IT sector, manufacturing and public transport sector. Proven problem solving and analytical thinking skills, a fast learning curve, stress resistant and the ability to adapt in a fast evolving business context. A dedicated professional with eagerness to learn and grow, with the drive and skill-set to develop and implement and follow through on actions towards achieving company's objectives.

CORE COMPETENCIES

ADKAR® Change management
Leadership Coach
Team Coaching & Team Leadership
Communication
Training Preparation & Delivery
Project Management
Digitization Projects
5S and Lean

ITIL
LIFO (Life Orientations) profiling
NLP
Mentoring
Languages: Dutch, French, English, German, Spanish
Office 365
Java

EXPERIENCES AND ACHIEVEMENTS

Vector Of Change Comm.V. 2016 – present
Independent Change Manager and Coach

- Designed and implemented communication and learning elements at P&V group to ensure knowledge and ability of stakeholders to use of new inbound software package
- Developed and implemented change elements to create awareness and desire among executives and blue-collars to enhance safety culture resulting in zero loss of working hours in 2020 for the first time in the history of John Cockerill Services Belgium
- Coached executives and leaders (Public Transport, pharmaceuticals , webstore, SME) towards achieving personal and business objectives.the first time in the history of John Cockerill Services Belgium
- Delivered 5S training (MIVB/STIB, Lyreco, ...)
- Assessed and provided feedback on candidates in the Pharmaceutical, Software development, and SME sector

Caterpillar inc.
Global Account Manager

1990 – 2015

- Delivered superior customer support to major customers in the cement industry, material handling industry to assist in making the best fleet management decisions, optimizing productivity and cost.
- Tested and analyzed fleet efficiency on site to consult the customer on fleet options
- Negotiated machine sales to annual sales of 150 M USD.

Special Products Manager

- Provided leadership to a multi-national team of engineers, draftsmen and marketeers to design, promote and sell excavators to the demolition and material handling niche resulting in 150M of annual new machine sales.
- Negotiated and manages production slots in a restricted manufacturing environment to ensure business plan.
- Build and managed client relationships to ensure meeting customer expectations and to adapt machine design within a fast changing market.
- Developed functional specifications meeting customer expectations in a WW design team.

Sales Manager Work-tools

- Provided leadership to a team of work-tool representatives in EAME resulting in WT sales at 100K USD.

Senior Project Engineer MHEX

- Identified functional specification for a new line of excavators in a WW team
- Tested pilot units against functional specifications and reported on results and changes
- Provided an alternative market ready solution when the launch date was postponed.
- Prepared and delivered product training in French, Dutch, English and German to dealer sales-teams

Sr. Custom Products Engineer

- Identified custom requirements and quoted solutions for niche markets
- Negotiated and scheduled customer orders for niche products
- Ensured timely updates of technical documentation for custom made products for CE mark requirements

Junior Quality Engineer

- Provided solutions to field problems.
- Followed field-follow units and reported on pilot product quality issues in the new product introduction program.

DEGREES & CERTIFICATES

NOV 2020	ICF - MASTER COACH (PCC BY NOVA TERRA)
DEC 2019	CERTIFIED NLP PRACTITIONER
JUL 2019	KIRKPATRICK'S 4 LEVELS EVALUATION CERTIFICATION - BRONZE
DEC 2017	MIT - LEADING FROM AN EMERGING FUTURE
AUG 2017	ITIL BASICS
JUL 2017	CERTIFIED LIFE ORIENTATIONS (LIFO) EXPERT
JUL 2016	ESSENTIALS OPEN MIND COACH
MAY 2016	CERTIFIED PROSCI ADKAR CHANGE MANAGEMENT
JAN 2016	PROFESSIONAL COACH
SEP 2015	CERTIFIED INTERROGATION EXPERT - DE LEUGENACADEMIE
JUL 2015	INTEGRAL COACHING ESSENTIALS
JUN 2010	MANAMA SPACE STUDIES KUL/UGENT
JUN 1989	MASTER IN MECHANICAL ENGINEERING KUL