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Julien Fontignie

Operations Director - Head of Staff

Profile

Dynamic, results-driven Chief Operating Officer with a proven track record in transforming a small-sized company into a market leader.

Committed to empowering teams to give their best, improving operational efficiency and supporting sustained growth.

Expertise in managing cross-functional teams on several continents, with a particular focus on strategic leadership and business resilience.

Core Competencies

- ✓ Strategic Operations and Transformation
- ✓ Business Process Improvement
- ✓ Cross-Departmental Leadership
- ✓ Comprehensive HR, Finance, and Sales Management
- ✓ Change Management and Employee Engagement

Key Achievements

- ✓ Established a successful Indian subsidiary from the ground up, supporting international growth.
- ✓ Maintained a strong and positive company culture during a period of rapid expansion.
- ✓ Built a high-performing team by recruiting top talent, enhancing organizational expertise.
- ✓ Preserved profitability and operational stability throughout the challenges of the COVID-19 pandemic.

Professional Experiences

Raincode, Brussels, Belgium

Chief Operating Officer

2012 – Present

- ✓ Led the transformation of a small enterprise into a prominent industry player, achieving a fivefold increase in sales while maintaining high profit margins.
- ✓ Oversaw HR, Finance, Sales, and Marketing functions across seven countries on three continents, ensuring cohesion and operational efficiency.
- ✓ Streamlined processes by identifying bottlenecks and implementing effective solutions, ensuring seamless day-to-day operations.
- ✓ Successfully transitioned the business from a service model to a licensing-based model, driving long-term revenue growth.

Dun & Bradstreet, Brussels, Belgium

Marketing Officer

2011 – 2012

- ✓ Developed and managed marketing campaigns using Salesforce and Eloqua, generating significant leads for the Belgian market.

Proximus, Brussels, Belgium

Campaign Specialist

2008 – 2011

- ✓ Enhanced customer experience in B2B by developing and automating CRM campaigns, leading to improved cross-departmental collaboration.

Fortis, Brussels, Belgium

Communication Officer

2007 – 2008

- ✓ Designed and implemented internal and external communication strategies for the Technology & Operations department, supporting a workforce of over 10,000.

System Engineer

2005 – 2007

- ✓ Established a cohesive IT infrastructure across the Fortis Group and coordinated support teams in multiple countries, ensuring reliable system performance.

Education

2020 - Executive Master in Management, Solvay Brussels School, Belgium

2011 - Entrepreneurship Development Program, MIT, Boston, MA, USA

2003 - Bachelor of Science in Computer Science, HERS, Belgium

Languages

- ✓ French (Native)
- ✓ English (Fluent)
- ✓ Dutch (Intermediate)

Personal Interests

- ✓ Family & Adventure: Outdoor activities with family, including cycling and hiking. Avid skier and fan of classic cars.
- ✓ Reading & Cinema: Passionate about science fiction books, comics and films, preferring futuristic worlds and space exploration over fantasy settings.
- ✓ Pets: Delighted owner of a young dachshund, adding joy and liveliness to everyday life.
- ✓ Former boy scout, scoutmaster, and federal scout leader in charge of Brussels area.