






MON VAN KOUWEN

CONTACT

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SUMMARY


Enthusiastic (change) manager and team leader in higher education, with a background in the service industry (marketing and communication). Pragmatist and problem solver who knows the processes and regulations, and keeps hold of the strategic direction. Warm personality and good listener with the ability to guide a team. Special affinity with international, intercultural and english spoken education, student guidance, acquisition and communication.

FEATURES


- Approachable
- Goal Oriented
- Creative
- Cultural-/organisation sensitive
- Excellent writing-skills
- Public speaking skills
- Connecting
- Creative user of digital tools

LANGUAGES

First language: Dutch

English:  C1

Advanced

German:  B1

Intermediate

EXPERIENCE

Programme Manager / Team leader a.i., 12/2022 - 06/2023

InHolland University of Applied Sciences, Mondzorgkunde - Amsterdam, The Netherlands

Team development and -guidance , HR

Chair of Programme Management Team

Member of Management Team Cluster Paramedic

Accreditation

Curriculum development

Business Operations / task division / planning

Education Manager a.i., 08/2021 - 07/2022

The Hage University of Applied Sciences, International & European LAW - The Hague, The Netherlands

Team management, integration knowledge, skills & practice

Member of the Programme Management Team

Development - Implementation new curriculum

Planning, task division

Manager, Team leader a.i., 11/2019 - 07/2022

The Hague University of Applied Sciences, European Studies - The Hague, The Netherlands

Team management and guidance during the pandemic

Member of the Programme Management Team

Member of the Crisis Communication Team of the Faculty 'Management & Organisation'

Focus areas: Internationalisation, PR and Communication, Quality Control

Manager Study Advice a.i., 11/2018 - 07/2019

Erasmus Health Policy & Management - Rotterdam, The Netherlands

Repositioning and reorganizing Study Advice

Strategy development and process optimization

Recruitment and selection Study Advisors

Lecturer, Study Advisor, Admission Coordinator, 09/2009 - 01/2019

Amsterdam University of Applied Sciences, Amsterdam School of International Business - Amsterdam, The Netherlands

Lecturing (Management skills, Young Enterprise)

Student guidance

Designing and executing of intake- and selection procedures

Student recruitment (Open Days, SKC days)

Manager, consultant, trainer/coach a.i., 09/1992 - 04/2007

Skizzo Management Support - Amsterdam, The Netherlands

Interim-manager Marketing & Communication

Managing and guiding teams through change, for instance Robeco Advies and ANWB

Consultancy for organisation development, team development, processes, database marketing, for instance at ABN AMRO, De Basis

Managing and guiding of departments and teams ranging from 10 to 50 professionals, often in a process of change

Account Director, Strategic advisor, responsible for campaigns, projects and account teams up to 10 professionals, for instance at Publicis (Ministry of Finance), Euro RSCG (Peugeot)

Trainer & coach of individuals and groups up to 20 professionals, for instance at De Bijenkorf, Het Pakhuis

ACCOMPLISHMENTS

- Restoring a safe working atmosphere, de-escalating conflicts, reducing sick leave rate, supporting staff to regain work pleasure and motivation at different clients.
- Bringing efficiency in existing processes and/or successfully introducing new processes in order to improve quality and decrease work pressure at different clients.
- Crisis management and crisis communication during the pandemic, in 2020 at European Studies.
- Own enterprise from 1992 to 2007 (Marketing and Communication) and from 2019 until now (Higher Education)
- Own enterprise (hobby) from 2007 to 2016. Organizing, programming and promotion of concerts and festivals ('Accordeonslag'). Development, building and maintaining web portal 'Accordeonportaal.nl' in Drupal.

EDUCATION

Podcast developing and producing, 02/2022 - 08/2022

Podcast Master Academy

Launched 'De Podbus Studeren' in november 2022

CELTA: Didactics of English teaching, 06/2019 - 08/2019

English Teaching Training Centre - Galway, Ireland

Internationally acknowledged Cambridge certificate allowing to teach English to second language learners

Managing professionals: Management, 10/2018 - 05/2019

SUAS Schouten en Nelissen - Zaltbommel

Training 'Managing highly educated professionals with vision'

Master of Science: Intercultural Communication, 08/2017 - 07/2018

Utrecht University - Utrecht

Graduated Cum laude. Applied linguistics; linguistic and cultural diversity in international contexts

Pre-Master programme, 08/2016 - 07/2017

Utrecht University - Utrecht

Bachelor of Arts: Communication, 02/2014 - 05/2016

NTI - Leiden

SKILLS

- Perceptive
- Flexible
- Stress resistant
- Empathetic
- Communicative
- Responsible
- Reliable
- Perseverance
- Collaborative