

THOMAS GOTTIGNIES



SKILLS :

- Problem solving / Customer service
- Administrative management
- Customer reception
- Operational marketing
- Teamwork
- Marketing experience (Project creation)
- Expertise in market research
- Good interpersonal skills



PROFESSIONAL EXPERIENCE :

Consultant Indépendant – Smart Service Network (Freelance)

Bruxelles | 08/2019 – Present

- Physical and phone prospecting (B2C)
- Organization and conduct of sales meetings
- Identification of customer needs and budget, proposal of tailored offers
- Sales follow-up, reporting and participation in team meetings

Audiovisual Marketing Intern – Qualifio

Louvain-la-Neuve | 02/2023 – 05/2023

- Creation of audiovisual content to promote products and services
- Participation in video production (promotional videos, demos, tutorials)
- Video editing with Adobe Premiere Pro
- Optimization of content for social media and digital channels

Marketing & Customer Service – Luminette (fixed-term contract)

Genvil | 11/2023 – 02/2024

- Management of marketing communication channels (social media, newsletters, website)
- Creation of marketing content (articles, visuals, videos)
- Customer support: inquiries, complaints and returns management
- Monitoring of campaign performance and customer feedback analysis

Sales Assistant – GEOX

Belgium | 12/2024 – 03/2026

- Customer reception and personalized sales advice
- Product presentation, upselling and achievement of sales objectives
- Cash register operations and stock management
- Contribution to customer satisfaction and store image



EDUCATION:

- **CEID certification : Général**
Athénée Royal d'Uccle I – Bruxelles, 09/2014 – 06/2017
- **CESS : Sport transition technique**
Collège Saint Vincent de Soignies – Soignies, 09/2017 – 06/2021
- **Bachelor : Marketing**
Haute école EPHEC – Louvain-la-Neuve, 09/2021 – 09/2024
- **Master : Esport management and Gaming**
Itti Sports institute (online) 02/2026 – 07/2026



LANGUAGES :

- French – Native language
- English – B2
- Dutch – Notions



PERSONAL INTERESTS:

- Music
- Gaming
- Sport
- Esport



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Belgian



Driving licence (own
vehicle)

Marketing graduate with strong organizational skills and experience in customer service and sales. Passionate about the esport industry, I am motivated to develop my career in this field. Autonomous, dynamic and team-oriented, I adapt quickly to new working environments.