



Marrit van Distel

Interim Manager



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● ABOUT ME

Highly focused operational hard hitter who never loses sight of her objectives. Fast assessment of weak spots in back-of-house processes and always aligned to the front-of-house customer needs.

Hands on manager of multicultural teams, running tight ships but with enough room for learning by mistakes. Combines a very firm grasp of ICT systems and can translate these to operational and commercial possibilities and impossibilities thus assuring a link between commerce and ICT.

● LANGUAGES

Dutch	Native Speaker	Professional level in speech and writing
English	C1	Professional level in speech and writing
German	B1	Good level in speech an writing
Frisian	Mother Tongue	Professional level in speech and writing

● NAVIGATION

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● KEY COMPETENCES

- Process Assessment
- Project Execution
- Operations Management
- Client- & ICT process alignment
- Client & Supplier relationship management
- Scrum and Agile
- Lean Six Sigma Black belt
- Project Planning
- Profit Optimization
- Business Development
- Negotiating
- Cost control
- Team development & improvement

● INTERIM MANAGER EXPERIENCE

eHealth Ventures Group

JAN 2022 – Current

Chief Operations Officer (Interim)

Role

As COO I assess the feasibility of commercial project proposals with respect to our existing ICT systems and the extent to which they can be implemented in our existing ICT and customer service landscape. Should this not be the case, I propose changes and alternatives that would better enhance efficiency, customer satisfaction and ease of implementation. In essence, where Commerce plays the 'front of house' role, my responsibility is to match 'front of house' requests and proposed actions to our 'back of house' system landscape and client expectations.

In this role I am also the responsible manager for executing & implementing all projects that are being brought forward by the CEO and the Management Team in order to make the organization more competitive, robust and best-in-class with regard to the overall Customer Experience and technological innovation.

Lastly, my key-responsibilities include improving efficiency in processes, systems and the way people collaborate in order to allow the company to maximize available investments in further profitable growth.

Accomplishments

- Increase efficiency and reduce cost by enriching CHAT A.I.
 - Prepare the organization for the future by process/quality systems
 - Increase future earning potential of eHealth Ventures Group
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Product Manager (Interim)

Role

Fun Places is a platform where the customer can fully arrange and reserve his vacation trip. It is a combination of Airbnb, Booking.com and Tripadvisor. From booking accommodations to a table at a restaurant. It is a complex platform where combinations are made of different currencies, languages, but also the parts that can be booked. The complexity of this assignment mainly lies in the dependency on the components at the back of the platform. While you think it is perfectly designed for a provider, it may not be optimal for the customer. So you have to find a way where all parties using the platform have the best possible journey.

With my preference for operations and knowledge of technical systems and developments, this client asked me to come up with a solution for several parts of the platform.

Accomplishments

- Canceling reservations where the customer journey and conversion are best highlighted
 - Automatically have earnings paid out in the right valuta after the reservation has passed
 - Optimizing and making it easy for providers to create items
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CuraStage

FEB 2022 – MRT 2023

Proces optimazation (Interim)

Role

CuraStage is an internship agency based in Curaçao. Students from all over Europe register here to have their internship arranged from A to Z. The director of this company approached me to optimize the customer journey for both the student and the employees. So where is the waste in the process and where can we organize processes more efficiently so that we save time and money to invest in growth.

I used this assignment based on the Lean Six Sigma methodology and mainly involved the team in the working method. Started by mapping the current process, dividing it into sub-processes and then mapping. From this view you can look at roles and time frame. The challenge with this assignment was mainly the permit process, which varied, as well as the aftercare for the student per sector. Together with graduate students, we have conducted research to optimize the processes.

Accomplishments

- Average handling time per file reduced by 31%
- Intake process optimized by automating information collection
- After one year, registrations from students and companies have increased by 21.5%
- Change in commission model towards partners that has saved time and costs

e-Medvertise

OCT 2020 – AUG 2023

General Manager and member of Management Team

Role

As General Manager of eMedvertise, which is an international company, I am responsible for all operations including the Client Success Team (CST), Finance & HR Departments and day-to-day management and contacts with the Medical Advisory Board.

Accomplishments

- Restructured teams and workprocesses
 - Upgraded the satisfaction of the customer and net results
 - Accountholder of the pharmacies and doctors
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e-Medvertise

OCT 2018 – OCT 2020

Quality Assurance & Business Analyst

Role

The recording of work processes and quality requirements are important for every organization. This gives employees something to hold on to, but it also serves as a framework for testing whether all information facilities are correct.

Within this role I was responsible for assessing the quality of work done by my colleagues. In addition, the organization needed to become more data driven and data needed to be better analyzed. In my role I was able to initiate this which allowed for better decisions to be made in recommending new projects.

Accomplishments

- Creating training programs
 - Creating manuals and guidelines for doctors and pharmacies
 - Creating manuals for employees
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*Operations Manager and Legal advisor**Role*

Manager at a debt collection office, going through the amicable and judicial processes of debt collection files. Drafting of legal documents, contracts and general terms and conditions for customers. Booking and paying invoices as well as processing payments and client money.

Accomplishments

- Court cases from beginning till end
- Implementing online training programs for employees
- Business rules implemented in systems

● EDUCATION

Lean Six Sigma Black, Green, Yellow and White belt

Passed all courses

Sep 2023 – Dec 2023

America

Interim Management at Laudius Educations

Graduated with honors (9.7)

Sep 2022 – Jan 2023

The Netherlands

Higher Management at University of Dutch Caribbean

Graduated with honors (10)

Sep 2020 – Jul 2021

Curaçao

Middle Management at ICM Educations

Graduated with honors (8.4)

May 2016 – Feb 2017

The Netherlands

Legal Public Management (Pre-Master) at university of Groningen

Graduated and passed all subjects.

Feb 2014 – Jul 2015

The Netherlands

Bachelor of Law at Hanze University of Groningen

Graduated and passed all subjects.

Sep 2009 – Dec 2013

The Netherlands

eHealth Medical Advisory Board

AUG 2023 - Current

Chairwoman

Role

As chairman of the Medical Advisory Board, I ensure a structured approach to provide ehealth platforms with advice on medication and suitability for online platforms.

Together with a medical team of GPs and Pharmacists, we meet once every six weeks about new trends in the market and we discuss issues from eHealth organizations.