



DIRK VANDENBERGHE

PROJECT MANAGER

- Manages **CRM and Marketing software** and **Data Integrations** projects for the **pharma industry** in Europe
- Based on **SaaS Salesforce** ecosystem (Sales cloud and Marketing cloud)
- Expertise in **pharma commercial and marketing** operations

CONTACT

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TigaProjects.be

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Zottegem, Belgium

EXPERTISE

Clear Communication

Native **Dutch**-speaker with fluent **English** and professional **French**

Understands client needs

Change of scope management

Strong problem solving

Manage virtual teams

CERTIFICATIONS

Salesforce Associate, 2024

Prince2 Foundation, 2006

EXPERIENCE

07/2025–now

Owner – Freelance Project Manager | Tiga Projects | Zottegem

- Freelance Project Manager for software migration and data integration projects for Life Sciences

04/2015–05/2024

Senior Project Manager | IQVIA (ex IMS Health) | Zaventem

- Managed SaaS CRM & marketing software implementations for pharma clients in Europe using Salesforce technology
- Adapted to different project management methodologies
- Recognized by clients for smooth deliveries
- Analysed database issues and guided technical teams
- Managed scope changes adding 15% of revenue
- Boiron Italy: CRM implementation (2023-'24). Recognized for smooth deployment, managed in French.
- Amarin: optimized multi-country CRM deployment, saved 3 weeks by country (2022)
- Proactively initiated an audit on marketing consent data (2022)
- QMS improvements during annual ISO9001.2015 re-certification (2022-'24)
- Merck KGaA: coordinated on-time delivery of multiple post-rollout enhancements in 15 countries (2016)

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COMPUTER SKILLS

- JIRA
 - Confluence
 - Salesforce admin
 - SQL - API
 - OneKey
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INTERESTS

Enjoy repairing devices and participating in the repair culture

Passionate about outdoor activities like mountain biking, windsurfing, bird-watching and bikepacking

EXPERIENCE

07/2004–03/2015

Project Manager | Cegedim (ex DENDRITE) | Drogenbos

- Managed implementation projects of CRM tools, including its related data, for the pharma industry across Europe
- Amgen (biotech): designed a tool to simplify and accelerate by several weeks the segmentation and targeting of healthcare professionals (2010)

07/2000–06/2004

Customer Service Manager | Synavant (ex IMS Health) | Brussels

12/1995–06/2000

Customer Service Specialist | Walsh Belgium | Ukkel

EDUCATION

1993-1995

Fundamental Research

Universiteit Gent, Faculty of Pharmaceutical Sciences

1992

Post-Graduate in Business Administration & Management

Université Catholique de Louvain

1986-1991

Master of Engineering in Chemistry & Agricultural Industries (Bioscience Engineering)

Katholieke Universiteit Leuven