

PERSONAL INFORMATION



Stéphanie, C. Toussaint

 (Belgium) stephanie.toussaint@uclouvain.be

Sex Female | Date of birth 16/03/1984 | Nationality Belgian

PERSONAL STATEMENT

PhD in Management Science (Marketing, expected 2016)
Business Engineer with strong communication and organisational skills
Results, solutions and value driven

WORK EXPERIENCE

01/09/2010–Present

Teaching and Research Assistant

Université Catholique de Louvain (UCL Mons)
Chaussée de Binche 151, 7000 Mons (Belgium)

Teaching

Marketing / Strategic Marketing / Management classes

Master thesis supervision

Research

Marketing > Consumer Culture Theory

Other

Promotional activities / Institutional support

Business or sector Education

16/01/2008–31/08/2010

Business Manager Bank & Life

AXA Belgium
Boulevard du Souverain 25, 1170 Bruxelles (Belgium)

Experience

Three years professional experience at AXA Belgium focusing on managing projects, organizational effectiveness and developing coaching attitudes

Function

Business Manager Bank & Life, developing business relationships towards brokers and bank agents as well as supporting their day-to-day activities. Managing about 50 entities; animating and developing a B2B network. Providing solutions through customized services, coaching and technical support, including business plan set-up and estate planning

Business or sector Financial and insurance activities

EDUCATION AND TRAINING

29/05/2012–Present

PhD Candidate in Management (Louvain School of Management & Lille 2)

EQF level 8

Université Catholique de Louvain & Université Lille Nord de France (Lille2), Mons (Belgium)

Principal subjects

Management / Marketing / Consumer Culture Theory

Occupational skills covered

- Lived-in space & Consumption
- New Ways of Working
- Qualitative Research
- Ethnographic methods / Videography

10/09/2013–20/12/2013 **Visiting Researcher** EQF level 8

Royal Holloway University of London, London (United Kingdom)

General

English

Developing observational methods

Occupational

Qualitative Data Analysis / PhD Research Group in Macromarketing

Seminars

16/09/2002–27/09/2007 **Master in Business Engineering (magna cum laude)** EQF level 7

Facultés Universitaires Notre-Dame de la Paix, Namur (Belgium)

Marketing (major)

Finance (major)

PERSONAL SKILLS

Mother tongue(s) French

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
TOEFL June 2012					
Swedish	A2	A1	A2	A1	A1
Dutch	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills Excellent communication skills as well as good at making complex information understandable
 Good contact and interactive skills
 Flexible / Reliable / Open-minded / Listening / Receptive

Organisational / managerial skills Good organisational skills gained as a Business Manager and as a Researcher
 Assertiveness / Leadership / Team player / Results oriented

Job-related skills Coaching / Mentoring skills
 Presentation Techniques / Negotiation Techniques / Time Management

Digital competence Microsoft Office
 Qualitative Data Analysis

Other skills Saxophone

Driving licence B

ADDITIONAL INFORMATION

Seminars

- Consumer Culture Theory - Seminar on Consumption, Markets and Culture (Bilkent University, Ankara, May 2013)
- Organizational Ethnography (Ateliers des Fucam, Mons, April 2013)
- Consumer Culture Theory - Canon of Classics (St Catherine College, Oxford, August 2012)
- Consumer Culture Theory - Methodology workshop (RHUL, London, June 2012)
- Intensive Blocked Seminar on Consumer Culture Theory (HEC, Paris, April 2012)
- AFM Day on Videography (IAE, Tours, June 2011)
- Intensive Blocked Seminar on Transformative Consumer Research (HEC, Paris, May 2011)
- Consumer Culture Theory Seminar (IAE, Rouen, March 2011)

Conferences

- 9th Consumer Culture Theory Conference (Aalto Business School, Helsinki, June 2014)
Special Session entitled "Access-Based Consumption: Critique and Development" - Chairs: Prs. Fleura Bardhi, City University of London et Daniele Dalli, University of Pisa
Discussant : Prof. Eric Arnould, University of Southern Denmark
Presentation: "Accessing and Producing Liquid Places" by Stéphanie Toussaint, Université Catholique de Louvain & Univ. Lille Nord de France with Nil Özçağlar-Toulouse, Univ. Lille Nord de France - SKEMA Business School and Giana Eckhardt, Royal Holloway University of London
- 1st Coworking Research Day (Lille, June 2014)
Fieldwork related, thesis presentation (emergent results) ; audience: entrepreneurs, professionals and researchers from various fields (social and organizational science, innovation, design etc.)
- 1st Belgian Coworking Unconference (Brussels, May 2014)
Fieldwork related - thesis presentation (emergent results) ; audience: entrepreneurs and professionals
- Advances in Tourism Marketing Conference (Vilamoura, Portugal, October 2013)
Scientific Film : Toussaint S. & Decrop A., "The Père-Lachaise Cemetery: Between Touristic Experience and Heterotopic Consumption" (*Best Paper Award*)
- European Association for Consumer Research (IESE, Barcelone, July 2013)
Poster : Toussaint S., Özçağlar-Toulouse N. & Friedman M., "Working and Consuming Together: Talking about Workplaces and Collaborative Consumption"
- 7th Workshop on Interpretive Consumer Research (EIASM, Bruxelles, April 2013)
Working paper: Toussaint S., "Contextualization of Consumption Spaces : Collaborative Workplaces and Consumers' Well-being"
- Association for Consumer Research : Appreciating Diversity, Film Festival (Sheraton Hotel, Vancouver, October 2012)
Film : Decrop A. & Toussaint S., "The Père-Lachaise Cemetery: Between touristic experience and heterotopic consumption" (*Jurors' Award*)
- 7th Consumer Culture Theory Conference (Saïd Business School, Oxford, August 2012)
Poster : Toussaint S., "Contextualization of consumption spaces: Collaborative workplaces and consumers' well-being".
- Association Française du Marketing: 27th congress (Metropole Hotel, Bruxelles, May 2011)
Film : Decrop A. & Toussaint S., "Le cimetière du Père-Lachaise : entre expérience touristique et consommation hétérotopique"
- 10e Journées Normandes de Recherche sur la Consommation (IAE, Rouen, March 2011)

Paper: Toussaint S. & Decrop A., "Le cimetière du Père-Lachaise : entre expérience nécrotouristique et consommation hétérotopique"

Publications

Paper (January 2015)

Gorge, H., Özçağlar-Toulouse, N. & Toussaint, S. (2015). Bien-être et well-being dans la consommation: une analyse comparative. *Recherche et Applications en Marketing*, 30(2), 104-123.

Book chapter (March 2013)

Toussaint S. et Decrop A. (2013), "The Pere-Lachaise Cemetery: Between Thanatourism and Heterotopic Consumption" in "Dark Tourism and Place Identity: Marketing, Managing and Interpreting Dark Places" (Contemporary Geographies of Leisure, Tourism and Mobility) Eds. Leanne White and Elspeth Frew, Routledge, London.

References

See my LinkedIn profile:

Stéphanie Toussaint - Teaching and Research Assistant UCL / PhD Candidate LSM & Lille 2