

# Karen GHYSELS

## ACADEMIC TRAINING

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### **Master in Law**

at the university in Namur (FUNDP)  
at the university in Antwerp (UA)  
- Erasmus at the University in Hull, UK

## PROFESSIONAL EXPERIENCE

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**EUROPEAN CONSUMER CENTRE Belgium** / June 2013 – Actually  
Director. Responsible for the daily management of the centre. Application and reporting towards stakeholders. Representation of the centre at national and European level.

### **BELGIAN EMBASSY IN MADRID**

Consular Assistant: identification documents, visa, management of the consular population register and information and advice.  
Public tenders, f.i. complete renovation of the Embassy

### **TEST-ACHATS / TEST-AANKOOP (Consumer Organization)**

Individual Aid Service – Judicial department - Legal supervisor: managing and informing legal advisors, analysis of consumer complaints, negotiations with professionals in the frame of collective actions, writing articles.

### **EUROPEAN CONSUMER CENTRE Belgium**

Legal advisor. Individual help to consumers with cross-border disputes. Centre representation at European and national level. Participation in meetings and working groups, organizing seminars, giving presentations, writing articles for leaflets and website.