

## PERSONAL INFORMATION

## Milan Elkerbout



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Skype: milanelkerbout

Sex M | Date of birth 10/10/1985 | Nationality Netherlands

## WORK EXPERIENCE

01/2016-current

### Researcher

Centre for European Policy Studies – Brussels, Belgium

- Research and analysis of EU climate policy, in particular policy options for EU ETS and the Effort-Sharing Decision
  - Contributing to policy papers and ongoing research projects for external clients
  - Engaging with policy makers at national and EU level, as well as industry stakeholders
  - Organising Carbon Market Forum events and support head of Carbon Market Forum
- Business or sector:** Research/NGO

09/2014-12/2015

### Research Assistant – Carbon Market Forum

Centre for European Policy Studies – Brussels, Belgium

- Researching and drafting materials related to carbon markets, climate change policy in EU and internationally
  - Organising Carbon Market Forum events
  - Support head of Carbon Market Forum
- Business or sector:** Research/NGO

08/2011-/09-2013

### Smartphone Crew support agent

Vodafone – Maastricht, the Netherlands

- Provided technical support to users of mobile devices via numerous channels
  - Analysed customer satisfaction and next-business activity data
- Business or sector:** IT/Communications

09/2006-/09-2009

### Customer Service Professional for Hewlett-Packard

Sitel – Eindhoven, the Netherlands

- Provided hardware and software support to B2B-clients
  - Conducted hardware failure- and performance analysis for Operations Management
  - Provided coaching and training to agents
- Business or sector:** IT/Communications

## EDUCATION AND TRAINING

10/2013 – 10/2014

### MSc Political Economy of Europe (merit)

London School of Economics - UK

- Dissertation: The Political Economy of Allocation in the EU ETS
- Principal subjects: European Political Economy; Concepts of Political Economy; Capital Markets Law; Political Economy of Monetary Integration; EU State Aid Law

09/2010 – 07/2013

### BA European Studies (cum laude)

Maastricht University – the Netherlands

- Bachelor Paper: Consistency: a Process of Alignment? Assessing Horizontal Policy Coordination in the EU
- Principal subjects: EU substantive law; Micro/Macro economics; EU Politics; EU trade policy

10/2013 – 10/2014

### Exchange Semester – SciencesPo Paris

Institut d'études politiques de Paris, France

- Principal subjects: Global Public Goods; Agricultural Economics; Development Economics; Economic Law

## PERSONAL SKILLS

Mother tongue(s)

Dutch

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
French	B1	B1	A2	A2	A2

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

## Job-related skills

- Experience with B2B and B2C support environments, involving multiple stakeholders

## Computer skills

- good command of MS Windows, Office, Mac OS X and Linux software, acquired through various positions in technical support
- good command of SPSS, acquired through various university projects
- good command of mind-mapping software
- experience with ITIL

ADDITIONAL INFORMATION

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## Seminars

- Honours Programme 2011 – Maastricht University: Democracy & Resentment, Prof. Dr. Koenis
- Honours Programme 2012 – Maastricht University: Understanding Uncertainty: knowledge problems and regulatory practices, Prof. Dr. Van Asselt

## Honours and awards

- Award & Grant, 2011: Maastricht University top 3%
- Award: customer satisfaction award BT and HP