

## MAXIME WALCZYNSKI

**Country of origin:** Belgium  
**Programme:** Master Transportation Sciences,  
specialisation: Mobility Management  
**Graduated:** 2019



**Maxime Walczynski is a graduate from Hasselt University's Master of Transportation Sciences. After graduating, he started working in a consultancy firm and after that he moved to MyMove, a venture of Lab Box, the mobility start-up incubator of D'Ieteren. Let's get to know his opinion about studying at Hasselt University and his advice to future students.**

### **What is your occupation?**

I obtained my bachelor's degree in transportation sciences (Dutch-speaking bachelor) at Hasselt University in 2017 and in 2019 I received my master's diploma in the specialization Mobility Management. After my graduation, I felt I wanted to learn more about management and that is why I enrolled in a one-year extra master's in international management and strategy. After that, I worked as a business analyst for a Belgian consultancy in their transport industry service line. Since August 2021, I work as a Customer Success Manager at MyMove. MyMove is a SaaS company that develops a platform that allows multimodal vehicle sharing, in the broadest sense.

### **Why did you choose Transportation Sciences as your degree?**

I always have been attracted to transportation in general, but I decided to apply for Transportation Sciences at Hasselt University unexpectedly: I made my decision when I was commuting from a student job to home by train. When I came home, I started searching for a programme, related to transportation. I found and chose for Hasselt University and the Transportation Sciences programme, because engineering or other faculties weren't for me. I was very interested in the social aspect of mobility and I was lucky to have found this at Hasselt University.

### **What are the most memorable facts from your university life?**

I would say the opportunity to study abroad. I applied two times to the Erasmus program. The first time, I went to Prague in the Czech Republic during my bachelor programme and the second time I had an internship in Berlin, Germany during my master's degree.

### **Which knowledge, that was given at university, do you consider as the most important in your life?**

The main thing is that the university has taught me to look at mobility at a holistic level; so to consider not only cars, but try to look at the whole picture and notice social aspects as well.

### **What does your working responsibilities look like?**

Customer Success (CS) is a relatively new field in tech companies. After marketing and sales have done their job, the CS team comes into play. One major part of my job is to onboard new customers to our platform, guide them through their fleet set up, teach them the inside outs of the app, our dashboard etc. Another important element of my job is anticipating customer challenges and being proactive with solutions. Customer success helps MyMove increase customer happiness and retention, thereby increasing revenue and customer loyalty and decreasing churn.

As it is much harder to acquire new customers than to increase revenue from an existing customer, customer success departments are crucial in a very competitive environment, such as new mobility tech.

A third responsibility of my job is to be 'the voice of the customer'. I listen to their suggestions, feedback and report back to the product team which then prioritizes new app and platform

developments.

**Why did you choose that job?**

New mobility has always interested me a lot. It started when I first used the shared scooters in Brussels. When I saw an open position at one of the new-mobility start-ups of D'Teteren, I applied immediately. More generally, I have always known that I wanted to work in mobility from the day that I started my bachelor at UHasselt.

**How has the knowledge you were taught at Hasselt University influenced your work experience?**

Actually, the taught knowledge was definitely useful in my work experience. Often, it was the case that my colleagues were not really specialized in transportation. They have a much more narrow view on transportation. I am really happy that Hasselt University taught me to look at mobility from a broader perspective e.g. consider demographics, spatial structures etc.

**What is the advice you can give to future students?**

Well, try to come up with your master thesis topic yourself. I would recommend to choose a topic that you are really interested in. And try to think about ideas you want to include in it before starting the academic year. It will be very helpful.

**If you could go back in time, what advice would you give to yourself?**

Ask for feedback more often: from peers, but especially from teachers and professors at the university. Feedback is so valuable!