

Lisa Renny

23 Spinney Way, Needingworth, St. Ives, Cambs. PE27 4SR

CV

Profile

Energetic, self-motivated Customer Service Leader, with 14 years' customer service experience in a manufacturing B2B environment. Effective change manager, delivering improvement projects OTIF to enhance the customer experience, whilst driving costs down. Strong collaborator able to deliver global solutions across multi-national, multi-skilled teams. Successful leader, developing teams to deliver an enhanced customer service, through excellent communication, customer empathy and negotiation skills. Actively developing systems and procedures, using a data driven approach to improve the customer experience to drive improved customer retention. With a passion for service excellence, able to influence non-customer facing teams on the importance of service excellence to drive customer centricity.

Professional Highlights

Customer Experience • Process Improvements • E-Order Solutions
Customer Journey Mapping • Customer Relationship Management • Project Management • Customer Driven Metrics • Strong Leadership • Interpersonal Skills • Change Management
Problem Solving • Team Building • Customer Insight

Experience

Customer Service Team Leader: Domino Printing Sciences, Cambridge: Dec 2012 – Present

Lead the Distribution Customer Service Team of 6, providing post-sales support for world-wide distributors. Working with the distributors and Business Development Managers to drive process improvements that allow them to improve their service and increase customer advocacy. Develop the customer service helpdesk to provide a consistent customer experience for the distributors, capturing trends and issues to drive improvements. Maintain high levels of customer service, including OTIF and response times to query management. Responsible for the implementation of the Customer Service Helpdesk solution (Salesforce Service Cloud) for the Domino Group.

Accomplishments

- Improved customer rating from 4.25 to 4.75 average
- Developed an effective training matrix to deliver a common approach to customer satisfaction, which was then developed into
- Delivered process improvements that reduced transactions and cost
- Introduced on line store "Buydomino" uptake now averaging 85%
- Designed & deployed the Customer Help Desk delivering 23 global helpdesks across US, Europe and Asia in 5 months.

Channel Support & CRM Advocate: Domino Printing Sciences, Cambridge: March 2009 - Dec 2012

Project managed customer service initiatives for the Domino Sales Channels, designing, deploying and delivering training to the customer service teams on order management and customer feedback.

Responsible for increasing the awareness of Customer Service throughout Domino UK, preparing and facilitating workshops. To act as the voice of the customer through working groups and customer satisfaction surveys.

Accomplishments

- Programme managed Global Customer Service Training Programme
- Developed Induction Programme for Customer Service New Starters
- Introduced Process Improvements into the customer support teams; including
 - On-line credit approval process (Salesforce)
 - Created a Customer Support Community (Salesforce Chatter)
 - Introduction of Global Complaint Management Process using Salesforce (Accredited by BSI and TUV)
- Developed end user customer feedback loop with Global Teams.
- Responsible for the planning and execution of "National Customer Service Week" at the UK head office.
- Programme management of Customer Focus initiative, to engage all areas of the UK teams on their role in the customer experience and their individual customer touch points.
- Developed initiatives to recognise and reward individuals and teams for demonstrations of good customer service.

Customer Service Advisor: Domino Printing Sciences Cambridge: Sept 2001 - March 2009

Responsible for Customer Support for the APAC distributors, managing all enquiries and orders to meet customers' expectations. Managed all global warranty claims from claim through to validation and credit/replacement.

Team Leader Exchange Centre: Domino Printing Sciences Cambridge: Nov 1998 - March 2001

Responsible for the day to day management of a team of 7 Despatch Operatives. Including performance measures, improvement plans and appraisals.

Exchange Centre Administrator: Domino Printing Sciences, Cambridge: Nov 1997 - Nov 1998

Personal Assistant: Domino Printing Sciences Cambridge: June 1995 - Nov 1997

Recruitment Administrator Resourcing Cambridge: March 1994 - June 1995

Technical Support Administrator: Anglian Water Huntingdon: Jan 1993 - March 1994

Sales Coordinator: Stewarts & Lloyds Plastics Huntingdon: Jan 1991 - Jan 1993

Secretary/Receptionist: AAS Ltd St Ives: May 1987 - Dec 1990

Education

Huntingdon Regional College Evening Course (October 2015 – October 2016)

CMI Level 5 In Management & Leadership

St Ivo School St Ives (1981-1986)

RSA Diploma in Business Studies & 5 O' Levels

Skills

PROFESSIONAL DEVELOPMENT

Developing a Customer Service Strategy • Effective Customer Service Metrics

Project Management • Stakeholder Management • Presentation Skills • Measuring Customer Feedback •

Managing Complaints • Developing Successful Teams

Performance Management

SKILLS

Salesforce • Oracle ERP • Excel • PowerPoint • Word • Visio • Salesforce Service Cloud

Survey Monkey • Timba Web-based Surveys • Clicktools Survey Solution (integrated into CRM)

• Smartsheet Collaboration Tool • Microsoft Office

References

Available on request