

Trainer profile – Jill Downing



Jill is a learning and development consultant with a career background in customer relationship management. After graduating, she joined a multi-national advertising agency, where she worked with marketing managers to develop campaigns for some of the world's best known consumer brands including Mars, Bounty, Twix, Uncle Ben's, Dolmio, and Whiskas. After ten years with the mad men, she left to re-train as an actor and theatre director, and set up her own theatre company, producing and directing plays which she then marketed to theatre venues across London and the south west.

She was then invited to use her experience of marketing, communication and drama to deliver corporate training, which quickly led to a new career in learning and development and the founding of her L&D consultancy in 2009. She uses her diverse skills and expertise to enable participants to deliver excellent customer service through building relationships, and believes passionately that we all have something to sell – a product, a dream, or a point of view.

Jill has worked with numerous organisations to develop their people in leadership, management, communication and customer service skills training. Her **clients** include the Bank of England, the National Grid, John Lewis Partnership, KPMG, Marks & Spencer, Unilever, NCH Europe, European Securities & Markets Authority, The Wine Society, CIPD, Roche Pharmaceuticals, Gap Partnership, HSB, Legal Services Commission, the Financial Services Authority (now the FCA), Visa, Royal College of Nursing, Mattel, Lawn Tennis Association, Transport for London, the Home Office, T-Mobile, the Crown Prosecution Service, SITA, etc, etc. Her experience spans many market **sectors**, including financial services, energy, manufacturing, automotive, pharmaceutical; telecoms, retail, entertainment, emergency services, media, IT, social housing; sport, local authorities and universities.

Her **qualifications** include:

- BA Hons English Studies
- CIPD Certificate in Training Practice

See some **feedback** from her training:

'Just wanted to express my thanks again for a great two days. Lots of great take-aways to put into practice. Some great new ideas and some fun along the way.'

'The days were both informative, insightful and fun!'

'Jill's enthusiasm and energy as a trainer were exceptional and made for a thoroughly enjoyable and useful training course.'

Jill is based in London and delivers customer service training in London, the south-east and across the UK.