

Hello,

I have recently moved back to Newcastle after holding senior level L&D roles in central London since 2012. I have experience training stakeholders of all levels in a corporate setting as well as in luxury Retail and the 5 star hospitality sectors.

I have enjoyed the variety in the appointments that I have held in the past and feel that I suit a 'hands on' client-facing role where I have the opportunity to be in the field.

I am looking for a role where I can use my skills in Management, Executive mentoring, facilitation and recruitment to help foster learning agility in an organisation to safeguard its future as a successful business.

Please find my CV attached. I would appreciate the opportunity to discuss any potential positions you have available at your earliest convenience.

Many thanks

Rachel Carroll

RACHEL CARROLL

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PERSONAL SUMMARY:

I am a personable and professional L&D Manager with experience managing a global field team. I have a strong strategic vision and a holistic approach to business development. I like to be challenged and thrive in an environment where there is constantly an opportunity to provide leadership which will lead to a positive return on investment.

My goal is to always use my creative background and passion for continued professional development to create and facilitate strategic plans, which are right for organisation I am working with.

STRENGTHS

- + Commercial acumen
- + Thinking strategically
- + Engaging and confident facilitator
- + Leadership and management skills

EXPERIENCE

Illamasqua | Global Head of Training

August 2016 – October 2017

In this role I was initially responsible for assessing the strategic needs and the training activities of an international department while also evaluating staff performance to sensitively redesign the training function, producing a higher return on investment.

I was then responsible for the design and inception of all learning and development activities with contained focus on skills analysis, strategic planning and project management, working in close partnership with Head of HR, and both the international Sales and Marketing Directors.

This role included elements on organisation design and change management to identify dysfunctional working procedures and career paths. Then mobilise leaders to address key issues and roll out plans effectively, ultimately improving engagement and reducing staff turnover by 20%. During this period of change I had to enhance leadership and people management performance through coaching and development activities for all levels of the business.

I also worked with International distribution partners in 4 territories and 3rd party stakeholder to management our collaborative working relationships in order to create bespoke solutions, which supported the General Manager and Key accounts manager to deliver their strategic objectives for growing our estate overseas.

I was responsible for Program and Service design, the creation of a sales formula, Customer Experience Journey and Service Menu while also rewriting, managing and facilitating Core Training sessions, recruitment/onboarding actives and oversaw succession-planning activities.

Finally I was also responsible for managing an annual training budget of £95K and 7 direct reports.

NARS | UK and Ireland Training Manager

August 2014 – January 2016

My role at NARS was primarily to work with the UK Brand Director and European Managing Director to bring their vision of the brand to life through the point of sale staff in 15 department stores and 62 SpaceNK stores. I was responsible for developing in house physical and digital training materials while also working with external companies to provide the most appropriate training solutions for the team.

I was responsible for creating and managing the UK training strategy to support the wider business objective while also supporting a field based team through an induction program, feedback sessions and training meetings.

I developed, managed and facilitated basic schools, seasonal training sessions and Train the Trainer meetings with a strong follow up strategy and monthly check ins to ensure strong communication with the field team. I was also heavily involved in the on-going restructure of the Training Department through role creation, recruitment and succession planning.

During my time at Nars I particularly enjoyed being able to design and develop a new shop floor induction plan to create early career development for staff at all levels.

M.A.C | Trainer Central London Department Stores (Harrods, Selfridges, Harvey Nichols, Morleys Brixton, House of Fraser City)

Feb 2012 - August 2014

My role at MAC was to support an aggressive expansion strategy by ensuring artistry and customer service skills were to the high standard protecting the brand's reputation during this period of change. This role included analysing customer engagement statistics then altering training focus accordingly for the busiest and highest grossing area for MAC worldwide.

Due to the quick expansion of the brand, I was heavily involved in management training, new store opening, inductions and managing large scale recruitment activities while still having to recognise sales and training opportunities in mature doors to protect like for like growth.

I designed and delivered management training along side HR partners, creating strong leaders with the ability to analyse opportunities for growth and develop their staff in order to reach and exceed KPI targets.

I also managed 7 in-store trainers, ensuring that the training objectives for the season were consistent across the brand and developed international trainers from both emerging and established markets, while also managing merchandising, events, activities and customer satisfaction in store.