

# KAYE J CHAPMAN

CUSTOMER SERVICE WRITER, TRAINER, CONSULTANT



## EDUCATION



2016 - Present

### MA Professional Education & Training

University College London (UCL)

The Professional Education and Training MA develops the skills and knowledge needed to operate, manage and lead effectively in a role responsible for enhancing expertise and performance in the public or private sector.



2013 - 2014

### CIPD Level 5 Intermediate Diploma in Human Resource Development

Chichester College

A comprehensive course that promotes excellence in HR Management roles. Sits at undergraduate level, accredited by the Chartered Institute of Personnel and Development (CIPD), the largest professional body for HR in Europe.



2012 - 2013

### CIPD Level 3 Foundation Certificate in Learning & Development Practice

Chichester College

An essential introduction to the fundamentals of L&D. Gives a thorough grounding in the training cycle, identifying training needs, planning, delivering and evaluating professional development activities.



## WORK EXPERIENCE



2016 - Present

### Customer Experience & Training Consultant

Comm100

Responsible for design and development of our in-house online Customer Service training program, as well as thought leadership and content creation (blogs, eBooks, videos and whitepapers) on live chat, customer service and contact center topics.



2014 - 2016

### Learning & Development Specialist

Pension Protection Fund

Responsible for staff training and development. Designed and delivered content from scratch in response to in-housing of customer service operations, over a headcount of approximately 70.



2012 - 2014

### Quality & Training Supervisor

Mercer Ltd

A dual supervisory/training role. Responsible for staff training and development solutions for four departments, a headcount of approx. 60.



## ABOUT

Name: Kaye J Chapman  
DOB: June 1986  
Nationality: British  
Location: Vancouver, BC, Canada  
Experience: 10+ Years  
Availability: As Needed



## PROFESSIONAL SKILL

Customer Service	●●●●●●●●●●●●●●●●
Call Centers	●●●●●●●●●●●●●●●●
Training Design	●●●●●●●●●●●●●●●●
Content Creation	●●●●●●●●●●●●●●●●
E-Learning	●●●●●●●●●●●●●●●●
Coaching	●●●●●●●●●●●●●●●●
Video Production	●●●●●●●●●●●●●●●●
Facilitation	●●●●●●●●●●●●●●●●
EI / EQ	●●●●●●●●●●●●●●●●
Social Media	●●●●●●●●●●●●●●●●
SEO	●●●●●●●●●●●●●●●●
Performance Management	●●●●●●●●●●●●●●●●



## PERSONAL SKILL

Influencing	●●●●●●●●●●●●●●●●
Negotiation	●●●●●●●●●●●●●●●●
Creativity	●●●●●●●●●●●●●●●●
Empathy	●●●●●●●●●●●●●●●●
Communication Skills	●●●●●●●●●●●●●●●●



## WORK AND PLAY

