

Joolz Lewis

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I inspire and enable high-performance, values-driven organisations, resulting in increased employee engagement and customer excellence. I do this by bridging strategic vision and operational execution, managing change and transformation programmes, culture creation, executive coaching and performance management programmes. Extensive cross-functional business experience across multiple sectors, together with high spiritual and emotional intelligence delivers results, while building strong and mutually enriching client relationships.

Career Summary

- Enlightened Business Ltd. – Consultant, Coach/Mentor, Facilitator & Speaker** **2014 -**
- MyHomeMove Ltd. (Conveyancing provider) 2012 – Ongoing
- Business Strategy: Vision, mission & values: definition and cross-company launch
 - Culture: Implemented values-based coaching programme (UK & India)
 - Employee Engagement: *Currently defining strategy*
- APMG Ltd. (Global certification body accrediting training organisations) 2011 - Ongoing
- Developed and implemented UKAS accredited competence framework
 - Succession planning with Chairman and Head of HR leading to new org. framework
- ‘The Corporate Hippy’ - Consultant, Coach & Mentor** **2008 - 2013**
- Personal Touch Financial Services Ltd. (Financial Services Network) June ’10 – Nov’11
- Business Strategy: Facilitated definition of vision, mission, 2015 strategic goals
 - Operational Execution: Set up and managed Programme & Change Mgt. Office
 - Culture Programme – Facilitated values definition, created and implemented high-performance competency framework, delivered performance mgt. training
 - Executive Coaching: CEO support through business transformation
- Bank New York Mellon Plc. (Asset Management) June ’10 – Nov’11
- Delivery of *Focus on Performance* management programme
 - Planning for Success, Coaching for Performance, Motivational Appraisals
- Wates Plc. (Construction) Oct ’10 – Oct ’11
- Strategic change management programme to support implementation of Salesforce.com
 - Developed change programme including benefits, communications and training planning
 - Designed and facilitated executive briefings and engagement sessions across 4 business units
 - Coached CRM project manager through change management process
- Roland UK (Electronic Music Instruments) Sep ’09 – Jan ’10
- Coached and mentored under-performing Brand Manager
 - Led to his achieving industry award and Employee of the Year 2009

Coface UK (Credit Insurance): Company-wide Competency Framework Oct '08 – July '09

- Successfully conducted 100+ role-based interviews to develop cross-functional framework
- Developed a communications & change management strategy
- Resulted in comprehensive framework adopted across five levels of management

Roland UK (Electronic Music Instruments) May – Dec 2008

- Facilitated CRM strategy design and vendor selection process
- End-to-end project management and business analysis of CRM implementation
- Mentored Marketing Manager through project and change management process

SalesCentric Technologies Ltd.

2004 – 2008

A Microsoft Independent Software CRM Vendor and consulting services firm

VP Global Partner Program Manager

Nov '07 – May '08

- Designed and developed global partner programme from scratch
- Managed all strategic and tactical communications to partner community
- Designed and delivered partner training on virtual platform

CRM Consultant – End to end CRM Project Management & Implementation

2004 – 2007

Setting up and management of Executive steering committees, project teams, management reporting, facilitating user workshops, business process design & user training for the following clients:

- Cattles Plc, Servo, Axiom Consulting Ltd, Positiv

Radiant Real-Time: Professional Services Manager and Consultant

1998 - 2003

A consulting services firm in sales and marketing training & business process design

Cisco Systems, (San Jose CA)

- Supported development of first worldwide sales instructor certification programme
- Managed Cisco Training Partner accreditation levels
- Managed team to deliver global sales training schedule

Compaq, (Houston TX)

- Hired and set up team of 12 to work on-site from Compaq offices
- Managed global TNA to address Siebel CRM adoption issues
- Vendor evaluation to assess suitability for CRM 'add-ons'

Nortel Networks, (Boston NH)

- Supported development of sales certification programme for Optical network division

Lucent Technologies, (Denver CO)

- Supported development of remote/virtual sales training programme

OutSource Group Plc

1997 – 1998

Training Operations Manager

Birch Technology Ltd.

1994 – 1997

Marketing Development Funds Administrator for Hewlett-Packard

Training & Qualifications

Member Professional Speakers Association	2013
The Coaching Academy Certificate course	2012
Edgewalker Group International Associate	2009
Impact International 'Nab Cottage' – Group Leadership Facilitation course	2009
Microsoft CRM 3.0	2007
Yoga Teacher Training	2002
Leadership Development Program, Linkage Incorporated	2000
II.i Modern Languages Degree (French & Spanish), University of Swansea	1992

Publications

<i>Enlightened Business: Leadership for Sustainable Success</i> Available from Amazon	2014
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Personal

Status: Married

Lives: in Somerset

Loves: Walking in nature, connection – both with new ideas and with people, reading and travel