

PERSONAL DETAILS

Name **Helen Palmer**
Date of Birth 07.05.1973
Marital Status Married
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Languages English (Mother tongue)
German (Fluent)



CAREER HISTORY

01/2004 – to present **Student, Leicester University** (Distance learning)
Completion of Masters degree in Training and Performance Management
Several freelance training projects completed during this time.

08/2001 – 11/2003 **DTZ Debenham Tie Leung**
3-5 Swallow Place, London, W1A 4NA, UK

Job Title **IT Trainer**

Responsibilities DTZ is one of the leading property advisers in the UK I responded to the company's business needs to develop and deliver high quality and professional training courses.

- **Project Management:** I created an innovative two day induction course, which included technical skills in using internal IT systems and soft skills in effective communication methods. This project involved writing an IT user manual and working closely with the HR department. In 2002/3 I was involved in: a national rollout of the new corporate desktop and CRM tool; a bespoke financial and accounting system; and managing the training courses for the Investment and Agency property databases. I developed strong working relationships with the software development team, the IT consultants, surveyors and firm partners.
- **Course Design and Development:** I defined course objectives and then developed the training materials (course files, help files and user manuals) to meet these objectives. Each of my courses was developed in close liaison with the business sponsors and included a pilot course to allow for testing and final customisation. My training courses included pre-course preparation materials as well as post-course transfer of knowledge.
- **Training Delivery:** I trained to IITT standards and received excellent feedback from users and colleagues. I used creative methods of facilitation, including accelerated learning techniques such as interactive exercises, team work and fun elements.
- **Training Needs Analysis:** I created competence-based exercises to adapt Microsoft Office courses to the needs of the workforce and to direct users onto the appropriate course.
- **Software Development:** I worked closely with the development team to test our bespoke systems and to align the software functionality with the business objectives.
- **Post Course evaluation:** I constantly reviewed my courses and training materials to ensure the highest quality and was proactive in contacting users after the event to check understanding and knowledge transfer.

07/2001 – 04/2004

Job Title

Responsibilities

Samaritans, 46 Marshall Street, London, W1F 9BF

Voluntary Work (Samaritan Volunteer)

Samaritans is an emotional support charity (like "Telefon 143: Die Dargebotene Hand") which supports people in emotional distress and at risk of suicide. The charity provides telephone and email support 24 hours a day, 365 days a year.

- **Volunteer Commitment:** 2 evenings a month (8 hours) and a night shift (5.5 hours) every 4 weeks
- **Duties:** Supporting callers through active listening and empathy skills; reading and replying to emails; receiving visitors into the centre and carrying out one to one interviews under supervision; maintaining caller records and supporting fellow team shift members
- **Professional Skills:** I also donated my professional skills as an IT trainer. I consulted with volunteers, staff and the Director's team to plan and deliver individualised training sessions and learning materials.
- **Research Project:** Conducted research into the training and development of the branch's volunteers using qualitative interviewing methodology. Results were presented at the Branch's 2005 conference.

07/1998 – 12/2000

Job Title

Responsibilities

Sunrise Software Limited

50 Barwell Business Park, Leatherhead Road Chessington, KT9 2NY, UK

Technical Consultant and Trainer

Sunrise provides helpdesk management software and service delivery. This position extended my training, project management and technical skills within a consultancy framework.

- **Project Management:** Assessed workflow and business processes of client, identified training needs for staff, detailed the implementation stages and customisation needed to successfully complete project. Responsible for successful completion of helpdesk software installation project.
- **Training:** Planned and delivered informal client site workshops and formal classroom sessions.
- **Customisation:** Tailored the product according to agreed client plans and business objectives. Converted client data from existing helpdesk products and other in-house data sources.
- **Review:** Post-implementation analysis of installed product and workflow to ensure total quality control and to identify further consultancy and training needs.
- **People Management skills:** Ability to work with all levels of management and helpdesk staff and to deal with the challenges of working independently away from the office. Worked closely with the Sunrise Software Sales Team in order to achieve customer satisfaction and to sell further consultancy.
- **Clients Included:** Bank of New York, Vision Express, Renault, Penguin Books, Astra Zeneca, ITC, Blackwells, World Duty Free, MOD, various NHS Trusts and local government bodies.

01/1997 – 07/1998

Job Title

Responsibilities

TCS Management Limited (now ASPECT)

2 The Square, Stockley Park, Uxbridge, Middlesex, UB11 1AD, UK

Trainer and Project Manager

TCS is the market leader in the field of workforce management software for the call centre industry.

- **Training:** Offered tailored bilingual call centre training and consultancy (German and English) to large multi-site networked operations as well as smaller, more specialised call centres. I was responsible for reviewing and acting on the training evaluations and feedback from client projects.
- **Consultancy:** Worked with client to decide on appropriate configuration of the software across multiple sites. Installation and configuration of software for European client base.

- **Helpdesk role:** Demanded creative problem-solving skills, lateral thinking and technical knowledge.
- **Solution Delivery:** Resolved a wide range of problems and questions on the software, as well as associated hardware issues within the call centre environment.
- **Clients included:** Legal and General, RAC, Post and Telecom Austria, Lufthansa and Deutscher Funkruf.

EDUCATION

Dates	2002-2006
Institution	Leicester University, UK
Awarded	MSc in Training and Performance Management This distance learning masters is a multi-disciplinary degree covering human relationship management theory, psychological theories of learning, organizational theory, and labour market studies. This degree has focused my intellectual ability onto my professional practice, and demands high levels of commitment, self-discipline and time management skills.
Other	Research Thesis: "Training the "Good Samaritan: How do volunteers learn to become members of the Central London Branch of the Samaritans? A Relational Analysis."
Dates	March 2002 und August 2003
Institution	Institute of IT Training, UK
Awarded	Senior Associate Member of IT Training Institute Certificate in Facilitation Skills (5 Days) Certificate in Training Delivery Skills (3 Days)
Dates	1992 – 1996
Institution	Sheffield University, UK
Awarded	BA Hons in German Studies, Upper Second Class Honours (2.i)
Other	Department prize for excellent achievement 1994: Summer course at Bremen University and awarded DAAD grant
Dates	1984 – 1991
School	St Mary Redcliffe & Temple School, Bristol, UK
Awarded	(1991) A levels in Deutsch, English Literature & Music (1989) 9 GCSEs
Courses Attended	04/2005 (1 Day) Certificate in Training Skills (Institute of IT Training) 08/2003 (5 Days) Certificate in Facilitation Skills (Institute of IT Training) 07/2003 (1 Day) Accelerated Learning (Happy People) 03/2003 (1 Day) Making E-learning Work (Happy People) 04/2002 (3 Days) Certificate in Training Skills (Institute of IT Training) 11/2001 (1 Day) Become a Creative Facilitator (Eureka) 07/2002 MOUS Exams in Excel 2000, Word 2000, PowerPoint 2000
Skills & Interests	<ul style="list-style-type: none"> • Member of Professional Women's Group, Zurich. • Writer for "The Networker", Journal of the Professional Women's Group. • Running: 2001 London Marathon & 2000 BUPA Great North Run. • Sports: Swimming, rollerblading, snowboarding, hatha yoga, juggling. • Reading: Member of Zurich Bookgroup.