***Denise Chilton, CPCC, ACC***

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**Professional Profile**

Denise is a dynamic, enthusiastic, self motivated individual with drive, ability and a positive “can do” attitude. An executive, business and personal coach she has a real passion for helping people tap into their true unique potential and manage the change needed to get the life they want and experience it to the full. She excels at working with individuals setting up in business and helps them develop innovative and creative solutions to ensure for business growth, profitability and sustainability.

She is an established and experienced trainer and facilitator delivering leadership and management workshops to organisations both large and small.

A proven consultant, award winning manager and business award winner she has a natural ability to engage with people and build rapport.

She is an excellent communicator and influencer at all level, with high levels of infectious energy and excels in motivating people to perform to their best.



**Career History**

**Professional Coaching & Training Experience**

**Sept 2006 – To Date Denise Chilton Ltd (previously Barceidillo) – Owner**

* Specialist of individual coaching programmes for executives and business professionals, niche clients - business owners, Senior, Middle and Line Managers, professional women, women in transition, entrepreneurs, young people coaches in training.
* Associate trainer of leadership and management training with Crestcom.
* Associate coach with Hackett Equity Solutions working with businesses with high growth potential to develop innovative ideas and support through change.
* Provider of business, enterprise and leadership and development training to University of Liverpool Management School.
* Business Advisor for Wirralbiz, largest provider of start up support in Wirral.
* Designed and delivered stress management/health and well-being workshops to all senior and line management team at QVC Shopping Channel in Liverpool and London over 12 month period with excellent feedback. Health and Safety Executive used work as case study. http://bit.ly/g6MSlP
* Project managed the implementation of NHS commissioned “Beating the Blues” a CBT on line programme for people affected by depression and anxiety in Wirral, Cheshire.
* Women in Business finalist 2008.

**June 2010 – July 2011 – Striding Out – Associate Business Coach and Trainer**

* Supporting the creation of social enterprises and small businesses, providing IAG on all aspects of small business operational and strategy development
* Supporting businesses and social enterprises with growth plans, funding applications and growth plans
* Established Enterprise Club supporting unemployed people to set up business
* Delivery of ILM Level 2 Team Leader Qualification workshops to 50 Future Job Take the Lead young people in Liverpool, 40% being ex-offenders.
* Delivery of range of business start up training and entrepreneurship workshops to young people in Liverpool under Liverpool Vision contract
* Engaging and coaching young people 18-25 resident in deprived areas of North Liverpool under Stepclever programme to support into training, education, employment and self employment

**May 2006 – Mar 2007 Driving Services – Fleet Department Manager**

Driving Services Ltd provided training and risk management solutions for fleet drivers.

* Managed and led the company to achieve Investors in People standard in December 2006
* Undertook review of department procedures and implemented improvements
* Devised and implemented people development programme for Fleet department.

**Mar 2004 - April 2006 Sourcingpoint Ltd – Client Relationship Manager**

Sourcingpoint Ltd is part of the ADR Consultancy Group specialising in direct sourcing and

cost reduction.

* Developed and implemented a relationship management strategy re-established the relationship of several clients and managed several successful supplier implementation programmes.
* Developed and managed national accounts
* Maximised opportunities for cost reduction within each Client without service degradation.

**Jun 2002 - Mar 2004 Caffeine Rush - Owner**

Bought and developed the Cheshire Franchise of Caffeine Rush, a speciality coffee provider

* won Cheshire Small Business Award for excellence in the Start up Business category in November 2003.

**Dec 2000 - May 2002 MBNA Europe Bank Ltd – Contact Centre Service Manager**

* Manager of the Year 2001, selected from over 100 people Managers within the Bank’s operational areas. Voted by peers and senior management.
* launched, managed and was fundamental to the success of new team within the department specifically set up for new representatives.
* took responsibility for three under performing teams who within two months were exceeding targets.
* Identified process improvement in relation to card delivery with a saving to the Bank of £126,000 per annum

**May 1997 - Dec 2000 MBNA Europe Bank Ltd – Senior Buyer**

* head-hunted from RSA to assist in establishing a European Purchasing team
* sourced and set up contracts with preferred suppliers in order to maximise the Bank’s buying power.
* received recognition from MBNA Chairman for outstanding contribution to the Customer Service division
* instrumental in establishing and implementing a purchase order system for the Bank
* key player in launch of Bank- wide Oracle Purchasing system and responsible for post implementation programme.

**Jul 1990 - Aug 1997 Royal Sun Alliance   
Jul 1995 - Aug 1997 Customer Liaison Officer/Senior Buyer**

* pursued radical solutions which gave excellent customer service and reduced the £500m spend by 18%
* worked with all levels of management and senior personnel both internally and externally.
* developed initiatives with the Business for Corporate Clients/Affinity Groups.
* seeking opportunities for synergy by communicating with the three main Business divisions and thus optimising Group savings potential.

**Aug 1993 - June 1995 Trainer**

**Jul 1992 - July 1993 Human Resources Team Leader**

**Jul 1990- July 1992 Facilities Administration Team Leader**

**Sept 1979 - June 1990 Associated British Ports**Held a number of administration-related positions.

Professional Qualifications

2012 | ORSC Fundamentals

2012 | Enterprise Mentor, Institute of Enterprise and Entrepreneurship

2011 | Common Purpose Meridian Leadership Programmme Graduate

2011 | Accredited Certified Coach (ACC), International Coach Federation (ICF)

2011 | CTI Certification Programme, Certified Professional Coach (CPCC)

2010 | CTI Core Curriculum Coaching Programme

2009 | Approved Accelerated Learning Trainer ITOL Accreditation

2008 | Mental Health First Aid Trainer

2006 | Corporate and Professional Stress Management Diploma – Distinction

2005 | Clinical Aromatherapy Diploma – Distinction

1979 | 8 GCEs including Maths & English

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DOB 7th February 1963

British, Full driving licence

*References available on request.*

**Clients include:-**

* Workplace Options
* University of Liverpool
* QVC Shopping Channel
* Toshiba Systems
* Chartered Institute of Personnel and Development
* 5 Borough Partnership NHS Trust
* Wirral NHS
* Wirral Local Authority
* University of Chester
* Glyndwr University
* Liverpool Chamber of Commerce
* Knowsley Chamber of Commerce
* Blackburne House CIC
* Advocacy in Wirral
* Elixir Foundations CIC