Salome Lamprecht

Product Manager

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Seaford, East Sussex

SUMMARY

A passionate and experienced Manager with over eleven years of prior experience across a range of different fields including systems, operations, quality & compliance, finance, human resources and payroll. Possesses impeccable communication and relationship-building skills, confident leading a dynamic team, and with a proven track record in optimising quality and compliance. Meticulously organised, able to balance a demanding workload, and adapt seamlessly to new environments and roles. An excellent listener, proficient at providing bespoke support to suit the individual's needs, taking a proactive approach to problem-solving and project management. A conscientious colleague who values transparency and reliability, striving for continual professional development at every opportunity. Embraces challenges with enthusiasm and positivity, formulating appropriate solutions to problems effectively and swiftly.

EXPERIENCE

08/2015 - Present

Quality and Compliance Manager
Berkeley Home Health Ltd

- Administration of CRM software (SugarCRM).
- Administration and implementation of rostering software across multiple branches.
- Effective project management and implementation of systems.
- Analysis of systems and of functional and non-functional requirements
- Designed and implemented CRM dashboards for various teams and roles.
- Provide expert training to staff in systems and digital delivery projects including StaffPlan, PeoplePlanner and SugarCRM.
- Develop and create reports for financial data analysis.
- Experience working with a wide range of stakeholders including councils and clinical commissioning groups.
- Achieved a good rating by Care Quality Commission across all branches and businesses, demonstrating service excellence.
- Created a robust system for quality management and compliance
- Successfully resolving any queries or problems that have been raised swiftly and professionally.
- Provide support, advice, and guidance to Senior Managers and colleagues in relation to General Data Protection Regulations best practice, processing all requests for information, amendments, and erasures whilst keeping an updated record of data processors.
- Lead, advise, and support Senior Managers and colleagues in improving service quality and compliance, ensuring there are measures in place for monitoring and review following audits and inspections.
- Experience of using elicitation techniques such as brainstorming, workshops, interviews and observations when project planning.
- Create and deploy satisfaction questionnaires for customers and staff.
- Employ best practice and evidenced based approach in all aspects of working.
- Lead in safeguarding best practice and training.

12/2014 - Present

Technical and Compliance Manager
Seaford Properties

Continue to voluntarily assist with IT and other technical issues whenever required.

- Administration and management the CRM (Alto)
- Implemented and maintained the IT infrastructure for the business and business users.

- Management of social media accounts and website.
- Design and implementation of monthly advertising campaigns and marketing measures to promote the brand and expand client network.
- Continue on a voluntarily assist with IT and other technical issues whenever required (ongoing).
- Assisted with development of a mobile apps solution.
- Employing step-by-step decision-making processes to ensure the smooth running of the business.

05/2019 - 08/2019 **Quality and Compliance Manager**
Learning People Ltd

- Developed complaint management reporting on CRM (Zoho CRM),
- Managed organisational compliance including financial, systems, data and GDPR.
- Lead regulatory best practice compliance (including but not limited to Financial Conduct Authority), as well as the implementation of quality improvement measures, organisational learning, and management of policy and procedure reviews.
- Investigate irregularities and non-compliance issues.
- Lead, advise, support and train employees in all areas of compliance.
- Created a robust system for quality management and compliance.

EDUCATION

2006 **Human Rights**
University of Sussex
MA Human Rights

2005 **Law**
University of Sussex
BA Law (English & American Studies)

Web Development
Code Institute
Diploma in Software Development

- Agile approach to web development
- HTML5, CSS3, JavaScript, Python, MongoDB (similar to SQL)
- Frameworks such as JQuery, Bootstrap, Django.
- Focus on both technical and non-technical aspects of web development.
- Develop user stories and customer journeys throughout the development process.

SKILLS

Excellent communication skills - written and verbal

Leadership - ability to lead a team successfully

Prioritising - ability to prioritise goals

Motivation - ability to motivate staff and teams

Tight timelines - ability to work to deadlines

Product Management Principles - working knowledge

Google Analytics - knowledge   Beginner

Trustworthiness

Responsibility and accountability

Commitment - committed through the project lifecycle

Active listening

LANGUAGES

English   Native