

Heidi Partridge

London, UK

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Profile

An enthusiastic individual with a passion for customer satisfaction. My experience has been working in commercial teams for membership organisations, mostly spent within the real estate and built environment industries. I am an excellent communicator, and able to establish & develop relationships with key stakeholders, both internally and externally.

My IT skills are proficient and I have a comprehensive understanding of core applications on both Office and G Suite. I also have administrator experience with LMS (Moodle, Blackboard) and CMS (Drupal) platforms, as well as Google Analytics and some basic HTML editing.

I have many interests outside of work, including, but not limited to, gaming, baking, football (watching, not playing), knitting and travelling.

Work Experience

RICS **Training Product Manager - Construction** Feb '18 - Present

Managing a training portfolio for professionals in the construction sector, consisting of 80 courses and totalling £1.17m in annual revenue.

Key responsibilities:

- Collaborating with sales and marketing to identify B2B and B2C training needs
- Maintaining an understanding of market trends to support effective training solution development, marketing communicate and strategy
- Providing product insight to commercial teams across our global regions
- Liaising with internal development teams and external SMEs to build and maintain high-quality training products and solutions
- Assessing customer reviews, product performance and market analysis to improve the portfolio's financial contributions and customer satisfaction ratings
- Implementing effective changes to optimise revenue and profitability

RICS **Training Product Manager - APC** Sep '15 to Jan '18

Portfolio management of 40+ training tools and products, aimed at supporting delegates through the process of becoming a chartered surveyor. Products span classroom learning, web classes, distance learning and e-learning formats and online tools through the dedicated APC training platform Compass.

RICS **Training Product Development - Web Class Specialist** Nov '14 to Sep '18

Managing strategy and implementation of webinar content development. Responsible for liaising with internal and external parties to understand learning needs across the construction sector and develop effective learning solutions.

RICS **Product Development Executive** Jul '13 to Nov '18

Identifying and developing product development opportunities for RICS best practice website, isurv, in-line with market need and organisational objectives. Additionally customer support on software product, WorkSmart. Additional responsibilities included collaboration with internal stakeholders to support technological development, marketing campaigns, sales activities and customer service.

CIPD

Commissioning Coordinator

Aug '11 to Jun '13

Overseeing the development of higher education textbooks, liaising with external SMEs to create products on time and to specification. Also developing textbook supporting material for both teachers and students, hosted on Blackboard.

CIPD

Commissioning Assistant

Aug '10 to Aug '11

Supporting the commissioning and administrative activities on CIPD flagship best practice website HR-inform.

Education

Kingston upon Thames University, London (2006-2009)

BA in Arts and Social Sciences (major in English Literature w/ Visual and Material Culture)

King Edward VI College, Nuneaton (2004 to 2006)

A-levels: B - English Literature, Film Studies; C - Art and Design, Philosophy (AS Level)

St Thomas More R.C. School, Nuneaton (1999-2004)

G.C.S.E: 9A's, 1B G.N.V.Q - I.C.T - B