



Rose Goodbody

Head of Customer | Customer Service, Team Leadership

London, UK

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Links

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Languages

English (Native)

About

Leading the customer experience at Lick, my role as Head of Customer guides our team's commitment to excellence, which is evident in our performance reviews and complaint resolutions, reflecting a deep understanding of customer needs and the nuances of effective communication.

As a Decorator Success Manager, I've honed a specialisation in people management, empowering our team and decorators to achieve their best work. This expertise, coupled with my co-founding role at Found In Translation Theatre Company, illustrates my dedication to fostering growth and success in both the ecommerce and creative industries.

BRANDS WORKED WITH

- Lick
- Lick Home
- SPOKE
- Tech21
- Found In Translation Theatre Company
- notonthehighstreet.com

Experience



● **Head of Customer**
Lick | Jan 2023 - Now



● **Decorator Success Manager**
Lick | Dec 2020 - Jan 2023

● **Customer Service Consultant**
Lick Home | Jun 2020 - Dec 2020

● **Customer Service Specialist**
SPOKE | Feb 2020 - Mar 2020

● **Customer Service Manager**
Tech21 | Aug 2019 - Oct 2019

● **Co-Founder and Executive Producer**
Found In Translation Theatre Company | Oct 2016 - Now

● **Planning and Improvements Coordinator**
notonthehighstreet.com | Jun 2016 - Aug 2019

Education & Training

2012 - 2015 ● **St Mary's University, Twickenham**
Bachelor's degree,