



# Rachel Dixon

Innovative Leader in Global Service Delivery | Expertise in Customer Experience and Strategic Oversight

High Wycombe, UK

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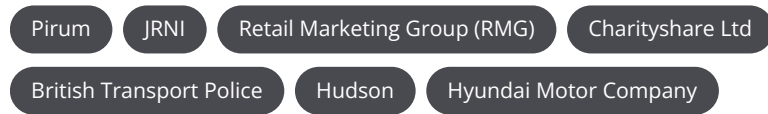
## Links

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## About

Accomplished senior executive with extensive experience in customer experience management, known for leading global teams and implementing strategic service delivery across diverse sectors. Specialises in driving customer satisfaction, operational efficiency, and revenue growth through innovative solutions and a customer-centric approach. Recognised for transformative leadership, fostering continuous improvement, and mentoring future leaders to excel in service delivery. Proven track record of exceeding performance targets and aligning scalable practices with organisational goals.

### BRANDS WORKED WITH



## Experience



### ● Global Head Of Service Delivery

Pirum | Aug 2022 - Jun 2024

- Led performance initiatives, achieving significant service delivery improvements within six months.
- Established and led the Client Success division, boosting product adoption and customer satisfaction.
- Designed a scalable service tier structure, enhancing Client Success engagement for a £33M ARR.
- Directed Salesforce cloud solutions integration, modernising customer interaction and self-service capabilities.
- Mentored and promoted individuals into new managerial roles, expanding international leadership teams.



### ● Global Head, Customer Experience

JRNI | Oct 2020 - Mar 2022

- Contributed to a net retention rate of 136%, tripling previous metrics.
- Overhauled US departments, enhancing efficiency and customer engagement.
- Led initiatives to redefine product standards and develop scalable business strategies.
- Ensured legacy customer upgrades, establishing a consistent upgrade cycle.
- Innovated project tracking and cost management, reducing expenses and improving delivery timelines.



### ● Head Of Customer Experience

JRNI | May 2019 - Oct 2020

- Secured a 50% gross margin across Professional Services projects.
- Collaborated with UK Sales for optimal resource allocation.
- Reduced product launch timeframe to 3-5 days during the COVID-19 pandemic.
- Decreased average product launch time from six months to 31 days.
- Introduced OKRs across departments, boosting performance and engagement.



- **Head Of Customer Support**

JRNI | Jul 2017 - May 2019

Established a 24/7 global support model, ensuring continuous service delivery.

Integrated ITIL best practices to optimise service management.

Reduced average first response time from 2.8 to 0.4 hours and resolution time from 97.8 to 1.5 hours.

Achieved a 98% customer retention rate through effective collaboration with the Head of Customer Success.

Developed a team of product experts, enhancing training and onboarding processes.

- **Head Of Information Technology**

Retail Marketing Group (RMG) | Mar 2014 - Apr 2017

- **Senior Technical Support Analyst**

Charityshare Ltd | Dec 2012 - Mar 2014

- **Technical Support Analyst**

Charityshare Ltd | Dec 2010 - Dec 2012



- **Technical Support Help Desk**

British Transport Police | Dec 2009 - Oct 2010

- **European Helpdesk Analyst**

Hudson | Mar 2007 - Dec 2008

- **Second Line Technical Analyst**

Hyundai Motor Company | Jul 2004 - Sep 2005

## Education & Training

2006

- **University of Plymouth**

Bachelor of Science - BS,