



Meet Katie Warrener

Customer Experience. Studied
Business and Management at
Bournemouth University.

“Make the most of every opportunity that you can get your hands on, and trust me, there are plenty! If you have an idea, own it.”



My journey so far:

I'm currently in my second year, working as Divisional Support Manager in the London Division. Great things are already coming my way, like the opportunity to bridge the gap between HQ and field based retail. I joined the Vodafone Grad Scheme having worked in Vodafone retail for a year and a half. I spent my first placement in a retail store like everybody else, and completed a research project for our region looking at how to drive our broadband sales. I then moved into a role at HQ working on the implementation of our major programmes, before getting the opportunity to move to Glasgow and get involved in our Customer Care programme.

At Vodafone it's all about the customer, and providing them with an awesome experience. That's why I chose to move back into retail. I wanted to have a direct impact on their experience with Vodafone, making it the best it can possibly be – and that's not always easy! Do not underestimate the importance of your two month placement in retail. It is so important to take vital insights back to HQ and apply them all across the business.

Why Vodafone is different:

Your job title is just the start when you work at Vodafone; every day I find there are chances to go further and explore other ways to impact the business. I've loved the thrill and challenge that each of my roles has brought to the table, but I'm not one to take life easy!

When the opportunity to get involved with the Big Inspiring Learning Lunch committee (BILL) came along, I jumped at it. It's been a real highlight for me. BILL's an initiative designed to inspire our



business with regular lunchtime talks on different topics from around the business. I undertook the role of a Comms Specialist conducting analytics and hosting the events. It's really boosted my confidence and developed my skills such as presentation and networking.

I'm also involved in the graduate charity committee. This year we've been challenged to raise £90,000 for charity, so we're thinking outside the box. We've arranged a whole host of events, from pub quizzes, to real life versions of Take Me Out, marathons, 3 peaks challenges, and next up, 20 of us are skydiving together!

Aside from this there are so many employee networks that you can be a part of. Just a few include the Women's Network, LGBT & Friends Network, the Social Committee, Environment Ambassadors and Digital Ninjas. There really is something for everybody.

