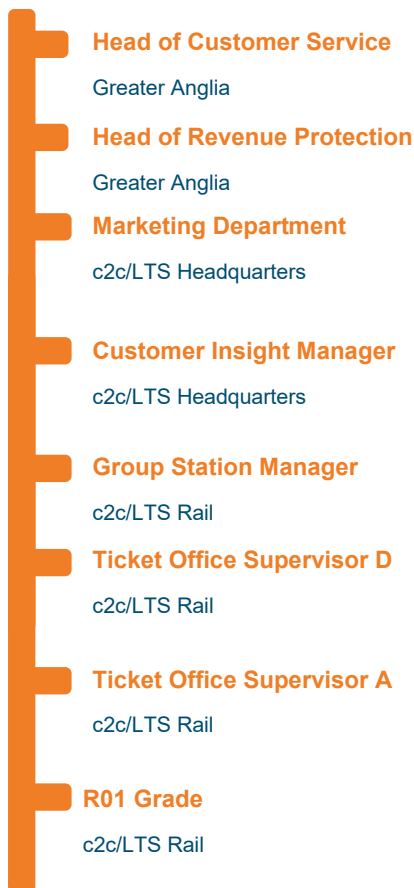




Kim Bucknell

Head of Customer Service



Career Journey

Kim has been on the railway since she was 19. She wanted to make a difference. Leading people is her ultimate passion. Kim enjoys learning how people work and seeing what makes them tick.

When working for c2c she moved from line management to strategic roles; spending her time working with customer insight and understanding the customers. Gaining experience of how the business can make a difference to the customer experience.

Kim then moved into a marketing and communications role which gave her an insight into how to attract new customers and how to retain them.

This gave her the opportunity to get strategic experience and taught her how to think differently and appreciate the bigger picture.

Getting On in Operations

Be prepared to learn everything. Be keen to learn as much as you can.

Kim's advice would be don't be afraid of the unknown - that's where you can get the best results.

Creating a Career in Operations

Learn all you can and don't be afraid to take that move into something new if you are already in the business. If you are currently in customer services and thinking of moving to operations, then that's brilliant, bring the customer focus with you into operations.

“The customer experience is the responsibility of us all.”