KATE SMITH



Job: Client Services Director

Company: I-COM

I oversee client relationships, ensuring satisfaction and retention by addressing concerns and resolving issues. I manage and mentor the client services team, monitor performance, and collaborate with other departments. My role involves strategic planning, budget management, process development, all while staying informed on industry trends to maintain a competitive edge.

Loyal	Organised	Proactive

The skills I use most in my job... Organisation

- Relationship Building

- Team leadership
- Problem Solving
- Strategic planning

The most interesting thing I've worked on in my career so far... Since I joined the board I have found the insight into the running of the business incredibly interesting. Being part of the strategic business decisions and then seeing the impact they have has been great. Becoming an employee trustee when I-COM became employee owned has also taught me a lot.

What inspired me into digital and tech...I found the area of digital which played to my strengths and interests which was more people focused. Being able to explain technical concepts in an easy to understand way is a skill that has helped me in my career.

My educational background is...A Levels and then a joint honours degree in Business and Psychology

What advice I'd give to girls thinking about a career in digital and tech... Working in digital/ tech doesn't mean you have to be the stereotypical 'geek'- there is a real opportunity to use people and communication skills in this space and it may be something that can help you stand out and have a successful career.