

LAURA BROOKSBANK



Job: Head of Quality Assurance

Company: UP Global Sourcing UK Ltd

Overseeing the Quality Assurance team for a UK based sourcing company includes Ethical Audit, QA and Customer Service Teams all in the UK as well as QC Teams in China/India. Working with retailers and suppliers ensuring product compliance and fit for use of branded goods into the UK/EU market.

Approachable

Organised

Logical

The skills I use most in my job... Organisation - managing a large team, hundreds of products and suppliers efficiently

- Quality Procedures - knowledge of legal requirements and efficient processes
- Crisis Management - on the spot thinking and decision making
- Adaptability - continually changing environments and situations, often out of our control
- Remaining Calm - a skill that comes with time and experience

The most interesting thing I've worked on in my career so far... This role provides a number of interesting aspects from reworks, supplier issues and customer complaints. As I enjoy the investigation aspect of the role, I found it interesting to prepare and successfully win a court case claim made against one of our products.

What inspired me into digital and tech... A graduate role opportunity for something different, unique and challenging within the local area.

My educational background is... I studied Event Management at UCLAN, which prepared me for the organisational requirements of this job, adaptability to change and to deal with situations immediately. Very much a crisis management role with prompt decisions made based on information/situations in front of you.

What advice I'd give to girls thinking about a career in digital and tech... So many possible avenues, many you have not even heard of, are available and can feed your curiosity, utilising skills that may not necessarily fit in other areas and a chance to make a difference and enjoy your career.