



Katherine Farnon

Senior Consultant Strategy, Leadership & Innovation



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As part of the Strategy, Leadership & Innovation practice, Katherine helps organisations succeed in their digital customer experience transformation. A catalyst for change, she is a results-oriented global lead with a strong track record in digital strategy and operations, customer experience leadership, product design and development.

Katherine is known for delivering digital propositions, products and services at scale, using design thinking to power a step-change in customer experience, contribute to growth, and cut costs.

She can establish rapport and credibility with diverse senior stakeholders and board members, and loves delving into the detail, as well as piecing together the 'bigger picture' to think and lead strategically. Throughout her career she's established numerous high-performing teams, cultivating a culture of diversity, collaboration and trust.

Katherine holds an ICF accreditation as a professional coach and mentor. Embracing a growth mindset to encourage individuals and teams to amplify their strengths, talents and creativity to navigate change.

She is a strong team player who has worked globally and across markets with multicultural teams both in the telecoms and media sector.

- Customer insight and data analytics
- Customer experience end to end incl. business processes
- Omni-channel digital strategy
- Digital operations across ecommerce, ecare and products
- Organisational design, moving to agile approaches
- User experience direction and design management
- Team development and leadership
- Planning, delivery & vendor management

Things Katherine achieved and can help you with:

- *Define and develop a global experience strategy and execute roll-out across multiple markets*
- *Omnichannel: improve touchpoint net promoter scores, customer satisfaction, First Time Right across call centre, retail and digital channels*
- *Lead distributed teams of digital experts across numerous global locations and time zones*
- *Establish global centres of excellence in customer experience and product design & development*
- *Achieve significant cost savings with improved processes, increased productivity and reengineered digital operating models*
- *Mentored and empowered teams, focusing on operational excellence, talent selection and competence-based recruiting and increased employee engagement*
- *Successfully defined and implemented agile operating model leading to improved collaboration, increased productivity and quality*



Katherine Farnon is part of a multi-disciplinary team of strategy, execution and growth experts.



Think

Our Strategy, Leadership & Innovation team are experts in helping clients develop successful digital strategies



Execute & Grow

Our Optimisation & Delivery team are experts in helping clients successfully execute their digital strategy and grow.



End-to-end or specific needs. Our team is structured to provide the exact skills you need



A 'think + do' approach. With expertise, methods and networks to rapidly deliver tangible business benefits



A collaborative, pragmatic, and flexible culture. Sharing insights and expertise to bring the best to our clients