

Daniel Whitfield

d.whitfield@example.com

Manchester, United Kingdom

Languages: English, Spanish

Summary

Ten years teaching secondary school, now moving into customer success. Spent the last three years running the department's software rollout: onboarding 60 staff, writing the training, handling the support queue.

Experience

Digital Learning Lead | Ashfield Secondary School | 2023 – Present | Manchester

- Rolled out a new learning platform to 60 staff and 900 students; active weekly use reached 84% within one term, against a 50% target.
- Built the onboarding programme and wrote 20 short guides, cutting first-line support requests by roughly two thirds in six weeks.
- Ran the vendor renewal: consolidated staff feedback into a prioritised list, and three of the five requests shipped within the year.

Head of Department, Geography | Ashfield Secondary School | 2020 – 2023 | Manchester

- Managed a team of seven, including hiring, weekly one-to-ones, and performance reviews.

Teacher, Geography | Brookvale Academy | 2016 – 2020 | Leeds

- Built the school's first parent-facing progress dashboard, adopted by four other departments.
-

Skills

Customer-facing: Onboarding and training, Stakeholder management, Escalation handling, Renewals

Tools: Salesforce, Zendesk, Google Workspace, Excel

Certifications: Certified CRM Administrator, 2025

Education

PGCE Secondary Education | Ravensworth University | 2015 – 2016

BA Geography | Calderbrook University | 2012 – 2015