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I joined Coventry City Council as an apprentice within Customer Services after I finished my GCSEs. At the age of 16 I had no experience of working with customers, however I had amazing support from my Team Leader who helped me develop vital skills to progress within the role. I really enjoyed working with customers and following the successful completion of my apprenticeship I gained a full time role as a Customer Service Advisor. In this role I was able to train and mentor of new members of the team which gave me the opportunity to move into my current role as a Team Manager. I am grateful for the journey I had as an apprentice; the training and support I was given helped me to build a career in a department that I really enjoy.

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**Nicole**

**Customer Service Team Manager**

