

About Deborah Holmes, director of UPMentors:

As part of her role as director at UPMentors, Deborah Holmes develops and implements change strategies, communication strategies as well as designing and deploying performance management systems. Deborah is an experienced change manager who has a strong record in the implementation and delivery of company-wide change projects.

Originally from New Zealand, Deborah first started her fifteen year career as HR Assistant with at Tasman Lumber Co. As a result of an international transfer she was engaged by UK Paper Plc and during her time at this organisation she occupied roles in HR, organisational development, and change management. Following this Deborah worked as HR manager and then as customer support development manager at Winstone Wallboards in New Zealand. Deborah then entered the consulting world and assisted EMA Northern to transform their customer proposition and implement a major IT and organisation change programme. Prior to joining UPMentors Deborah worked as a business consultant for KPMG Consulting with assignments at GSHall and the BBC.

Change programmes managed by Deborah have resulted in significant cost savings and value-add to organisations that have either been forced to change through market conditions, changes in contracts or have been leaders of change within their industry sector. During her career Deborah has also been instrumental in introducing new business processes and working practices which have resulted in a major culture change towards team-based working and a customer centric focus.

Deborah is the chairperson of the Malthouse Square Playground Association which has raised over £60,000 to up-grade a local playground. She is also an advisor to the local town council on strategy for play areas and open spaces. Deborah has also been published in a number of magazines, including CIO Magazine, DLB Magazine and written pieces on change leadership, the customer equation and CRM. Deborah is married, has two sons and has an interest in property development, gardening and interior design.