



## Promotion from Software Trainer to Client Experience Manager for Jane Taylor

**Specialist legal sector consultancy service provider, Jaeva Management Services, has promoted Jane Taylor to the just-formed position of Client Experience Manager.**

The new, highly demanding, client-facing role's become available as a result of Jaeva's rapid growth. With an extended client base to serve, all with varied consultancy support requirements, the need for a consistent, carefully defined approach to training has arisen.

Jane's main responsibility is to devise content, specify the approach to delivery and manage the quality of training provision. She'll report direct to Jaeva's directors, Nicola Moore-Miller and Jo-Anne Wild, whom she's known and worked with in her earlier pre-Jaeva career.

Having joined Jaeva in 2015 as Legal Practice Management Software Trainer and with a strong background in the legal industry, Jane's a worthy candidate for the Client Experience Manager role.

Jane's excited about assuming her new duties, even the challenges.



**Jane Taylor**  
Client Experience Manager

*"Jaeva's a great company to work for and I'm delighted with my promotion," comments Jane. "It shows how much the senior managers value and invest in its staff. I very much look forward to putting my long-established training skills to the test in this different, more challenging capacity."*

Managing Director, Nicola Moore-Miller, states: *"The Client Experience Manager position demands a dynamic, enthusiastic, self-motivated individual with a strong work ethic and natural ability to build a rapport with clients. Jane has these attributes in abundance."*

*"Jane lives and breathes Jaeva. She's completely dedicated to her work and our clients love her. In fact, she's routinely given five out of five for the training she delivers. She truly is a fantastic asset to our business and I wish her every success in her new role which will help us further strengthen our approach to client service delivery; something that's at the heart of everything we do."*