



Zaheerul Choudhury

Operations Complaints Manager

Meet our family

I joined the Thames Water Family over 5 years ago, and have successfully managed teams in both the Wholesale and Retail arena. I began my journey successfully managing our most high profile complaints and moved onto manage planning operations within our wastewater department. The diverse knowledge and challenges enabled me to develop my managerial style and build upon my existing proficiencies.

I have since returned to my roots in customer operations, and now manage multiple teams both office and field based to deliver absolute complaint resolution. We strive to be advocates for our customers and utilize our extensive relationships within the business to do what is right.

Thames Water has invested in my development through various training and ad-hoc learning opportunities and continues to take a key interest in my growth and progress. I feel privileged to represent and work for such a good organization.



Thames Water



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What is the best thing about your job at Thames Water?

I feel very proud leading a team that endeavors to put our customers' needs at the forefront of everything we do and promote our brand in a very positive light.

We tend to meet our customers when they have lost all hope and have already been let down multiple times through their respective journeys. However, the pride I feel when a once disgruntled customer, contacts me or my team about how happy we've made them is easily the best thing about my job. This underpins all the development and coaching we instill into our people, who in turn make our customers smile.

Interesting Fact

I love working out, with a key interest in weightlifting and martial arts, winning my first amateur martial arts tournament at age 16.

It also took me 30 years to decide I should learn to swim, after I almost drowned in a kids pool, very forgettable but very funny for the neutral onlookers.