

Heather Cronin – Product Sales Director UK & Ireland



How did you get started in the security industry?

My introduction to the security industry actually came about through a role I had in a totally different sector. Having worked closely with a company who specialised in CCTV and Access Control distribution, an opportunity arose where I joined their internal sales department. Since then, I've worked for installers, maintenance companies, manufacturers selling to end users, contractors and specifiers across a range of security solutions.

What motivated you to choose a career with dormakaba?

I always found dormakaba to be a dynamic company who shared my vision and goals. I also believed the structure in place at dormakaba supported me and where I wanted my career to go.

Can you share a significant accomplishment or project you've worked on in your career?

One major accomplishment I achieved centred on winning a large multi-disciplined security project in the heart of London. The project was a huge undertaking and meant dealing with many different departments of a global company. With many intricate details to consider, the end result was a huge success and hugely satisfying to be responsible for.

Are there any mentors or role models who have influenced your career?

I've been fortunate that since the early days of my career I've encountered many senior leads and sponsors who have believed in me and the role women play in business.

What advice would you give to other women aspiring to enter the security industry?

My advice would be to believe in yourself and be curious. Ask questions and challenge accepted norms if you can envisage a better way to do things.

In your opinion, what are some key skills or qualities that are crucial for success in the security field?

I would say being genuine and honest are key skills to be successful in the security field. I've found it has been incredibly important to be trustworthy in this industry. In addition to this, to have the capacity to work hard and collaborate with colleagues on tasks is essential in order to succeed.

How do you balance work and personal life in such a demanding industry?

This is a hard question to answer as if you are passionate about the industry, it is hard to switch off. So try and make sure you are disciplined to do so when you can by planning your work and personal time effectively.

What did you want to be when you were growing up?

When I first started my career, I used to keep a keen eye on the weekly job notices published in The Times newspaper. These job listings would exclusively be for high-flying roles within well renowned and established companies. I used to look at those listings and promise myself that one day I would not only apply for but take one of those roles. Through hard work and commitment I'm glad to have realised this ambition and am confident women in the present and future will achieve this too.