

# Carrie-Anne Heath v1.28



## Personal Details

**Nationality:** British  
**Availability:** 1 month notice  
**Mobile:** 07720 715 033  
**Email:** [carrie.heath@twoscoops.co.uk](mailto:carrie.heath@twoscoops.co.uk)  
**Web:** <https://www.twoscoops.co.uk>  
**LinkedIn:** <https://www.linkedin.com/in/carrieanneheath>

## Personal Profile

**15 years+ experience** in **IT Project Management** and **Programme Management** across industries including **Finance, Insurance, Property Management & Education**; delivering **cloud migration** projects, **EPMO** functions, **PPM software**, in-house reporting, websites, IT infrastructure, call centre setup & more.

## Example Deliverables

- Company-wide PPM tool within budget, rolling out training across the organisation.
- Transition to a new application support and project delivery partner.
- Enhanced visitor systems for Windsor Great Park and a new corporate website for The Crown Estate.
- 4 bespoke property management and reporting tools for the Central London, Rural and EMI teams.
- 5 new publisher websites and a series of eComm improvements to the existing publisher sites.
- Secure print management system across 28 UK campuses.
- Complete £2m Desktop Refresh to 2,000 staff at 28 UK campuses.
- £500k Centralised Telephony Upgrade to 2,000 staff at 28 UK campuses including 2 call centres.
- Customised Salesforce.com® CRM platform.

## Employment

<b>Apr 2021 - Present</b>	<b>CLS</b>	<b>Project Manager</b>
	<b>Cloud migration</b> - Proof of concept for moving on-premise applications to the cloud. <b>Project Portfolio Management</b> – Assisting project sponsor with a Business Case and RFP requirements for a new solution.	
<b>Sep 2018 – Dec 2020</b>	<b>Chartered Insurance Institute</b>	<b>IS Programme Manager</b>
	<b>IT PMO Governance</b> – Setting up project management processes and documentation for end to end project delivery; ensuring adherence to project controls, reporting and communication plans for all methodologies. <b>Delivery of EPMO Function</b> – Setting up an EPMO, communicating its purpose and benefits within the company. Achieving clearer centralised MI reporting for senior management. <b>Delivery of PPM Software</b> – Shortlisting and selecting a supplier, building a system around the ITPMO documentation and processes, supplying real time updates and reports to stakeholders and monthly management meetings. Training all staff and contractors in system use. <b>Design Authority</b> - Chairing the weekly project/change request review meeting to ensure business case completion and alignment with company strategy, technical design, and security requirements; assigning approved requests to the appropriate team. <b>Project Pipeline</b> – Creating a pipeline of projects for senior management to prioritise and agree funding. <b>Monthly project forum</b> - Chairing the monthly project update call for employees, answering questions on project progress, or ranking in the overall pipeline. <b>People Management – Line management</b> of PM's and BAs, assigning and peer reviewing tasks to deliver against the project pipeline, including approach to Data Warehouse, Data Migrations, CRM, Security and Procurement policy; HR related tasks, annual reviews and 1-2-1s. <b>Project management – Matrix managing</b> staff from various teams for end to end delivery of Phase2 CRM, onboarding new application support, PPM software and office closure/relocation.	
<b>Feb 16 – Aug 2018</b>	<b>The Crown Estate</b>	<b>IS Project Manager</b>
	<b>Scoping</b> – Working with multiple teams to clearly define required functionality for system change requests and new projects. <b>Delivery</b> - Substantially upgrading Portfolio Management systems to incorporate Central London, Regional, Seabed and Windsor property, data and maps into the platform. <b>Delivery</b> - In-house reporting systems for budgeting and forecasting offshore wind; new corporate website; and visitor systems. <b>User Adoption</b> – Managing the user adoption plan for the corporate office move; including communications, suppliers, training sessions and open day events.	

**Vendor Selection** – Selecting market-leading CRM, Ticketing and EPOS solutions delivery partners. Finding a specialist supplier to assist with offshore wind forecasting.

April 14 – Dec 15



**Hachette UK, London**

**IT Project Manager**

**Scoping** – Working with BAs & Publishers to clearly define the functionality and design required for new websites and change requests for site upgrades such as e-commerce and imprints.  
**Website Development** – Working with internal and external partner developers to schedule work package completion for 5 new websites in line with the monthly SPRINT process.  
**Website UAT** – Scheduling publisher groups, test analysts and test environments for website UAT, including training on new functionality.  
**Website Delivery** – Ensuring the release schedule of the new website has been agreed, CAB approval secured, BAU handover is complete and communications have been sent informing the business of the release and any planned site outages.

May 07 – Nov 13



**BPP Professional Education, London**

**IT Project Manager**

**Delivered Secure Print Management** - Scoping, planning, managing and delivering new secure PIN print facilities to 28 UK campuses within four months and under budget.  
**Delivery New Campuses** - Scoping, planning, managing and delivering (against budget) IT infrastructure requirements for office relocations around the UK including 2 call centres, a new HQ and 6 new exam centres.  
**Delivery of a Company-Wide Telephony Upgrade** – Ensuring all campuses are on the same hardware & software platform and roll out of ISS functionality such as call recording, unified comms and 6-digit dialling.  
**Delivery of a Company-Wide Desktop Refresh** - Ensuring all departments have standard kit, operating systems and applications to enable better support.  
**Delivery of MS Lync** – A company-wide roll out of unified communications software.  
**Matrix Management** - Co-ordinating project team members from each area of the business including time management and scoping work assignments.  
**Change Management** - Reporting and chairing weekly meetings to approve and manage change across IT. Authoring of progress reports and other MIR.  
**Delivery of an IT Purchasing Function** - implementation and improvement of processes associated with the effective operation of the IT Purchasing function.  
**Delivery of a Salesforce.com® CRM Platform** – Consultation with Department Heads regarding layout and functionality of the CRM solution & training of users.  
**CRM Systems Management** – Ensuring regular updates and communications take place.  
**Dynamics AX** – Involved in a company-wide project to implement a new Dynamics AX system.

Feb 05 – Apr 07



**Martin & Co (UK) Ltd, Bournemouth**

**Special Projects Manager & Office Manager**

**Delivery of Website & Email Systems** – Design of the Front-end customer facing website and search facility, the Franchisee and Head Office Admin section of the company website; UAT of site releases, liaison with Marketing to ensure up-to-date site content, web support; auditing of property page content for each branch; migration of both the website and email domains to a new data centre and secure servers.  
**Delivery of a File Management System** - Design and initiation of paper and electronic filing systems for all key head office documents.  
**Franchise Support** – Set-up of email for new employees; set-up of website; planning and troubleshooting for new branch launches.  
**Delivery of Complaint Handling System** – Design and maintenance of the Complaints Log.  
**Procurement** – Securing best value for all products and services consumed by the business. Responsibility for all Head Office Facilities Management and insurance.

May 95–Jan 05

Further career history available upon request.

## Examinations / Awards

Qualifications	Date	Details
Certified ScrumMaster®	Dec '18	BeLiminal / ScrumAlliance
PRINCE2® Practitioner	Sep '11	APMG-International [Candidate No: P2R/836483]
Salesforce.com® Administrator	May '07	Salesforce.com®
REC Accredited	Nov '04	Recruitment & Employment Confederation (REC)
Train the Trainer	Feb '01	Blue Sky Training
GCSEs (7 Grade C-E)	Sep '88 – Jun '93	All Saints R.C. School, Mansfield