

Carrie-Anne Heath v1.18



Personal Details

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<i>Nationality:</i>	British	<i>Home:</i>	0208 265 3935
<i>Availability:</i>	1 Month Notice Period	<i>Email:</i>	carrie.heath@twoscoops.co.uk
		<i>Web:</i>	https://www.twoscoops.co.uk
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Personal Profile

Highly motivated and organised **PRINCE2® Registered Practitioner** with excellent communication skills and background in **Project Management** of IT Infrastructure, Website Delivery and Software Platforms; **Salesforce.com®** development, delivery & support; **Training** of Customer Service Representatives; **Recruitment**. Currently focused on delivering CRM, Ticketing and EPOS systems to enhance the visitor experience at Windsor Great Park.

Achievements

- Delivered 4 bespoke property management and reporting tools for the Central London, Rural and EMI teams.
- Delivered 5 new publisher websites and a series of eComm improvements to the existing publisher sites.
- Delivered a secure print management system across 28 UK campuses.
- Delivered a complete £2m Desktop Refresh to 2,000 staff at 28 UK campuses.
- Delivered MS Lync unified communications system company-wide.
- Delivered a £500k Centralised Telephony Upgrade (hardware, software and functionality) to 2,000 staff at 28 UK campuses including 2 call centres.
- Delivered a customised Salesforce.com® CRM platform for Business Development to interface directly with the Marketing Eloqua® system to produce leads and to record and track client activity.

Employment

Feb 16 – Present



The Crown Estate – IS Project Manager

- **Scoping** – Working with multiple teams to clearly define required functionality for system change requests and new projects.
- **Delivery of a substantially upgraded Property Management system** – To incorporate Central London, EMI and Windsor property data and maps into the Rural platform.
- **Delivery of 2 in-house reporting systems** – Managing the delivery of MAPU and Budget Monitor. Upgraded reporting tools for the Central London and EMI management teams to reflect market changes.
- **User Adoption** – Managing the user adoption plan for the corporate office move; including communications, suppliers, training sessions and open day events.
- **System and Vendor Selection** – Looking at market-leading CRMs, Ticketing and EPOS solutions for Windsor Great Park; and The Crown Estate at corporate-level.

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, has CAB approval, BAU handover is complete and communications have been sent informing the business of the release and 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.
- Co-ordination of and meeting with internal stakeholders such as Department Heads, C-Level Management and external services such as telephony and hardware providers as necessary to meet project timescales.
- Co-ordination of project team members from each area of the business including time management and scoping work assignments.
- Running the Change Management report and chairing the 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 in regard to layout and functionality of the CRM solution & training of users. Organisation and hosting of meetings with Department Heads to agree on appropriate change request implementation.
- **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 and set-up for new offices and users; 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.
- Design of the Franchise Renewals diary; collating information to assist the Operations Director with the imposition of renewal conditions.
- Setup of the Audit & Compliance diary; collation of information to assist the Managing Director and Chief Auditor in managing franchise compliance.
- **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, Acknowledgement of complaints; investigation of matters of fact; liaison with franchise offices to secure resolution and/or compensation.
- **Procurement** – Securing best value for all products and services consumed by the business. Responsibility for all Head Office Facilities Management and insurance.

Apr 04 – Jan 05



Select Appointments, Bournemouth - Account Manager

- Pre-interview of Candidates including assessment, discussion of appropriate positions, interview scheduling, feedback and placement of candidates in permanent employment.

Nov 01-Apr 04



Ceuta Healthcare, Bournemouth - Telesales Business Manager

- Supply of medical products and POS merchandise to pharmacies around the UK; provision of advice regarding current advertising campaigns.

May 99–Nov 01



IAS Insurance, Bournemouth - Sales Trainer

- Selling Home Insurance and writing a new travel policy with the Managing Director.
- Training work in Belfast and Bournemouth. Duties included training new starters in both product knowledge and in-house systems; training existing staff on new products and advanced sales; Responsibility for the preparation of courses and training material.

Examination \ Award

APMG-International
CRM Admin Training
REC Exam

Date

September 2011
May 2007
November 2004

Description

PRINCE2 Registered Practitioner (P2R/836483)
Pass awarded by Salesforce.com®
Pass awarded by The Recruitment & Employment Confederation (REC)

Train the Trainer
GCSE's

February 2001
Sept 1988 - June
1993

Blue Sky Training
All Saints R.C. School, Mansfield
7 Grade C-E (Inc. Math & English)