

Carla Pomeroy

16 Harrisons Wharf, London Rd, Purfleet, RM19 1QW
Tel: 07793 780859 Email: carla.pomeroy@tiscali.co.uk

Profile

A highly capable and articulate project manager with a proven track record of delivery within complex and large-scale environments on behalf of market-leading organisations within insurance, telecoms and legal sectors, working in accordance with Prince II and ISO9001 standards. Offers excellent communication skills, working effectively as part of a senior management team and liaising with ease with business and technical contacts at every level. Thrives on challenge, rapidly taking on new skills and consistently motivating colleagues to meet and exceed targets through natural leadership abilities and personal commitment.

Key Achievements

- Quickly picked up the essentials of the motor insurance industry and the systems that support it, and brought the practice of project management into all areas of the company
- Successfully transferred PM skills to legal sector, taking on the management and process improvement for a depository of 6 million pages for a highly prestigious global client
- Met the highly challenging deadlines required by BT's network rollout to the UK-wide branch network of Royal Bank of Scotland, successfully managing teams of internal and third-party engineers carrying out hardware installation on up to 5 remote sites per day
- Received personal and team awards on four occasions over a three-year period, becoming the first recipient of the "Spirit of O2 Award", the company's highest recognition award
- Achieved improved performance and £3m savings in running costs for O2, by proactively identifying, recommending, and implementing changes to network settings

Career History

Oct 2007 – Present time West Essex Children's Centers (Part-time)

- Teaching family nutrition, cooking and healthy living to mothers in the local areas
- Running and cooking for the local Community Café
- Providing ad-hoc business advice and ideas to promote and improve services

Mar 2006 – Jan 2008 Highway Insurance

An internal consultancy role, introducing and developing the practice of project management (based on PRINCE2) throughout the business and mentoring middle and senior management

- Provided services to all operational and business support areas: project and programme manager support, project kick starts, document writing services, project health checks, project assurance, project management for large, corporate projects, mentoring and coaching
- Designed and implemented a flexible programme and project management framework
- Worked on several major business change projects which included system design and development, improving customer service, meeting regulatory conditions, reporting management information, developing and supporting new products

Jan 2005 – Dec 2005 Kroll Ontrack

Worked within the Legal Paper and Electronic Discovery team of this specialist provider of legal services and software solutions to global market-leading organisations, as Project Manager assigned to the company's most prestigious client

- Led a specialised team of internal and external technicians to focus on data integrity and confidentiality requirements of a 6 million page depository of sensitive client documents

- Managed the gathering, checking, and releasing of large volumes of information to other organisations on request, ensuring full compliance with legal and regulatory constraints whilst maintaining company confidentiality and "trade secrets" where possible
- Successfully and rapidly developed an understanding of the legal environment, building excellent working relationships with and consistently exceeding expectations in delivering on time, to budget, and to quality, in accordance with Prince II PM techniques
- Led an ongoing project to review and improve the Paper Discovery process, delivering immediate results by improving the quality of process documentation, and putting procedures in place to reduce the risk of accidental release of confidential information

Sept 2004 - Dec 2004 **BT plc**

Took on a contract Project Manager role with responsibility for a number of key projects within the complex six-month programme of network migration of around 500 UK-wide RBS branches

- Led teams of third-party suppliers, communicating effectively with business and technical contacts, and successfully managing the installation of new equipment in up to 5 remote sites per day in accordance with overall project plans
- Worked within BT's internal ISO9001 methodology, developing and maintaining databases and reporting tools in order to rapidly produce complex and accurate reports in MS Excel

Feb 2004 - May 2004 **Redbridge Council Social Services**

Made a short-term career change, taking the opportunity to train as a Social Worker, building on skills developed over a nine-year period as a volunteer teacher of children with learning difficulties

- Worked in the Children with Disabilities Team as an assistant social worker, writing proposals and reports, visiting families, and arranging home services
- Developed knowledge of legislation, protocol and service development
- Successfully obtained a University place within a massively oversubscribed discipline

Sept 1999 - Jan 2004 **O2 plc**

Joined O2's graduate training programme and specialised in project management from an early stage. Achieved a rapid promotion to Project Manager with responsibility for the national delivery of Radio Consultancy throughout the organisation, working in accordance with ISO9001.

- Managed Nokia and Motorola accounts, produced business cases for all consultancy activities; liaising effectively with internal and client contacts to secure business approval
- Took end-to-end responsibility from project inception to delivery, carrying out a detailed analysis of business and technical issues and procedures, devising and managing overall project plans, and contributing technical expertise when required alongside PM duties
- Made significant contributions to financial and technical performance, delivering high-profile projects and process changes resulting in £3m savings in running costs, 10% improvement in network performance, and major reductions in risk within the software rollout process

Qualifications & Professional Training

- Diploma in Nutrition (SNHS, 2006 - 2007)
- Prince II Foundation (Core IS, 2005)
- Various in-house training and achievement awards, (O2, 2001-2003)
- Graduate Training Scheme (BT, 1999)
- BSc Physics with Astronomy (Southampton University, 1999), 10 GCSEs, 2 A levels

Technical Skills

- Visual Basic, MS Business Objects, MS Access
- MS Windows XP/98/95, MS Word/Excel/PowerPoint/Outlook/Project/Visio
- Prince II project management techniques, ISO9001 frameworks

References available on request