

A practical all-rounder with proven skills in account, service and relationship management, alongside lots of experience in digital project management, and a creative and friendly approach.

I'm commercially and technically astute, with a broad understanding of both the Business and the Charity/Non-Profit sectors, including a year in Customer Success at an early-stage SaaS start-up and 4 years developing and running a Website Support Service in a 'tech for good' digital agency.

EXPERIENCE

Self-employed AI Trainer: JUNE 2024 - PRESENT

Training AI models, via the [Data Annotation Tech](#) platform, tagging, categorising, and labelling raw data (like images, videos, text, and audio) and scoring model approaches, to help them to better recognise patterns, make decisions, and interpret information..

[Applied](#) - Customer Success Manager (1-year contract): MAY 2023 - MAY 2024

I supported customers' People team members (including C-level executives) at Applied, an Applicant Tracking System focused on reducing hiring bias, to build relationships of trust, explain behavioural science principles, solve problems, and share ideas, use cases and best practices to boost product adoption and organisational integration.

My role was to be a creative ally and technically proficient problem-solver, advising customers on the platform and how it could be integrated with their internal systems and processes to support equality, diversity, and inclusion objectives, often through incremental changes.

I developed and delivered tailored product and industry updates in regular client meetings, building strong relationships of trust.

I prepared, presented, and negotiated complex contract renewals, and in my first full quarter, achieved a 31% YoY increase in renewals from my accounts.

[BBSUK](#) - Fundraising and Communications Manager: JAN 2023 - MAY 2023

Along with the usual responsibilities of this role, I delivered a comprehensive digital audit, mitigating risks and streamlining processes and systems to make significant savings and increase capacity for this wonderful, small, UK charity. This work included sourcing and working with a new web development agency to design and rebuild the charity's website.

[Electric Putty](#) - Customer Support Manager: OCT 2018 - AUG 2022

Working closely with exclusively charity and nonprofit clients looking after their websites and applications, I developed and ran the support arm of this 'tech for good' digital agency. I investigated, recreated and resolved reported bugs and issues, where possible; creating tickets with detailed descriptions and suggested solutions, where the fix needed developer time.

I project managed support jobs (and other small customer projects), using PM tools including Trello and Jira. From query through testing and ultimately to satisfactory resolution, rolling out fixes to our customers.

Alongside our Producer, I oversaw the agency's resourcing, prioritising, and scheduling, subject to available expertise, developer time, our published SLAs, and often managing changing priorities.

The face of Electric Putty, I built strong relationships with our customers, our internal teams, and our collaborator network (creatives and freelancers), keeping everyone up-to-date throughout project lifecycles.

I designed, produced, and delivered training for our customers on their websites, new features, and applications, including manuals and videos.

My day-to-day included hosting multiple customer Google/Zoom meetings for updates on projects and fixes, training, discussions on potential changes, new functionality and ideas, delivering and explaining customer reports, and negotiating renewals.

I managed our contracts, renewals and invoicing, and was responsible for reporting on the service to the business and for producing regular customer reports.

OTHER WORK

- Self-Employed - Digital Communications Specialist: JUNE 2016 - OCT 2018
- University of Sussex - Communications Officer: SEPT 2014 - JUNE 2016
- Small Business Owner: SEPT 2012 - SEPT 2014
- Legal & General - Telephone Account Manager: JAN 2007 - SEPT 2012
- Legal & General - Team Manager: JAN 2003 - JAN 2007
- Various UK Banks - Tied Financial Advisor: JAN 1999 - JAN 2003

TRAINING AND QUALIFICATIONS

- Currently studying 'continuation' level British Sign Language at Chichester College group's Broadwater campus, having completed the beginner course in the Spring of 2025..
- 'Project Management - Digital Transformation', Level 3 bootcamp, accredited by the Project Management Institute (March 2025)
- Digital Design for Web: Professional Development Course - Brighton Met (2017/2018)
- Financial Planning Certificate - Financial Services Authority (I was a fully qualified Financial Advisor)
- B-Tec National Diploma in Fine Art and Design - level 3 qualification
- 8 GCSEs at grade C and above, including Maths and English

SKILLS

Digital Communications · Customer Support · Service Desk · Service Delivery & Management · Account Management · Customer Success Management · Training & Coaching · Resourcing and Scheduling · Digital Project Management · Data Protection · Administration and Record-Keeping · Digital Audit · Systems & Process Review

PLATFORMS AND APPLICATIONS

JIRA · Trello · Salesforce · Slack · Airtable · BrowserStack · Typeform · Teamwork · Forecast · Harvest · Zapier · Xero · Zoom · MS Office · Google Suite · WordPress · Craft CMS