Nancy Carter
Support, Success & Project Manager
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LinkedIn
Portfolio

A practical all-rounder with proven skills in account, service, and project management alongside a creative and friendly approach, looking for a part-time role, working with a team of good humans doing interesting work.

I can help with your administration, support, scheduling, and project management, and would love to find a new adventure with a bit of all of that, either on a freelance or employed basis.

I've been working short contracts and on a freelance basis since a career break in 2022 during my treatment and recovery from a serious health condition. Thankfully, that's fully resolved, and I'm happy to chat about it, but of course, it's left its mark on my CV.

EXPERIENCE

Freelance AI Trainer - June 2024 - Present

I train AI models, providing high-quality prompts and feedback to improve approaches and encourage more natural language processing. This work includes writing prompts and scoring rubrics, assessing model responses, and providing linguistic and contextual feedback to refine behaviour.
This role requires strong analytical skills, along with meticulous attention to detail. It provides me with a unique insight into LLM development and the capabilities of emerging AI technologies.

Applied - Customer Success Manager - May 2023 - MAY 2024

I successfully managed a broad portfolio (~80) of customer accounts, driving the adoption and integration of this ground-breaking ATS, which is designed to improve equity in hiring, using behavioural science principles.
My day-to-day included delivering training sessions, resolving technical issues, and providing strategic guidance and use cases to help customers get the most out of the platform.
I achieved a 31% YoY increase in renewals in my first full quarter, demonstrating my strong commercial focus and highly developed client relationship skills within a SaaS environment.

BBSUK - Fundraising and Communications Manager - Jan 2023 - May 2023

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

Career Break - Health - Aug 2022 - Jan 2023

[Electric Putty](#) - Customer Support Manager - Oct 2018 - Aug 2022
I developed and ran the priority support service at this local digital agency, working closely with around 15 charity and nonprofit clients and their teams, looking after their websites and applications.
My role included initially investigating, recreating and resolving issues where possible, then defining bugs or change requests (and solutions) where developer time was needed.
I project managed all jobs throughout the lifecycle, overseeing the agency's work schedule and resourcing, using Jira and Trello.
I built strong relationships of trust, as our customers' technical and critical friend, hosting meetings to introduce ideas for new functionality, and talk through creative solutions, as well as conducting regular service reviews and business planning.
Additionally, I designed, produced and delivered training and support for new websites and applications, including manuals and videos, and produced regular reports on both the service (to the business) and for customers on their support usage.
Over my tenure, I refined and documented all the systems and processes within the service, ultimately building a tangible and profitable arm of the agency and growing the service's value by 74%.

PREVIOUS WORK HISTORY

- 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

RECENT PROFESSIONAL DEVELOPMENT

Software Development Bootcamp at Brighton MET
I loved this 5-week Software Development Bootcamp at Brighton MET which I completed in summer 2025. The course improved my skills around understanding and debugging software issues, and deepened my understanding of AI in tech and how I can more effectively work with and understand developer teams.

British Sign Language at Broadwater MET
I completed both the beginner and continuation British Sign Language courses at Chichester College Group's Broadwater campus earlier this year, and I plan to sit my BSL Level 1 exam towards the end of 2025.

Project Management - Digital Transformation - accredited by the Project Management Institute
This 12-week, Level 3 bootcamp, which I completed in early 2025, gave me confidence and a qualification to add to my on-the-job experience.