Nancy Carter
Support, Success & Project Manager
carter.msnr@gmail.com
linkedin.com/in/nancyrcarter/
Portfolio

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

I'm commercially and technically astute, with a year of experience in Customer Success at an early-stage, SaaS start-up, and four years developing and running a Website Support Service in a local 'tech for good' digital agency, giving me a strong foundation in tech environments and a deep understanding of managing client needs, spanning both the business and the charity sectors.

After a health break and some flexible freelancing, I am now seeking a Project or Account Management role. I am especially interested in 'returner' or modern apprenticeship programs. Ideally part-time, hybrid or remote, with a great team, and within a reasonable commute of Worthing.

EXPERIENCE

Freelance AI Trainer - June 2024 - Present
I train AI models on a self-employed basis, via the Data Annotation Tech platform, providing high-quality feedback to improve model approaches and encourage more natural language processing. This work includes scoring model approaches and providing linguistic and contextual feedback to refine behaviour, and requires strong analytical skills. This work is super interesting and keeps me up-to-date and engaged with emerging AI technologies.

Applied - Customer Success Manager - May 2023 - MAY 2024
Successfully managed a portfolio of customer accounts, driving adoption and integration by hosting training sessions, resolving technical issues, and providing strategic guidance. Achieved a 31% YoY increase in renewals in my first full quarter, demonstrating strong account management and 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 risks and streamlining processes and systems to make savings and increase capacity for this wonderful, small, UK charity, including working with a new web development agency to design and rebuild the charity's website.

Health break - Aug 2022 - Jan 23

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[Electric Putty](#) - Customer Support Manager - Oct 2018 - Aug 2022
Developed and managed the website support service at Electric Putty, a 'tech for good'
digital agency, providing comprehensive support to charity and non-profit clients. I project
managed all support jobs and small customer projects from initiation to resolution using
Trello and Jira. Oversaw agency work scheduling, managed changing timelines and
priorities, and built strong, collaborative relationships as the primary customer liaison.

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

Currently attending a 5-week Software Development Bootcamp at Brighton MET,
enhancing coding and debugging skills and deepening understanding of developer teams,
jargon, and challenges, which will aid in effective project and account management within
tech environments.

British Sign Language at Broadwater MET

By mid-July 25, I will have completed 'continuation' level British Sign Language at
Chichester College group's Broadwater campus, adding that to the beginner course I
finished in the Spring of 2025. I plan to sit my BSL Level 1 exam early in 2026.

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, directly aligning with digital project
management best practices.