**Isiah Clover**

**FDM Consultant**

**Profile**

A conscientious, hard-working and enthusiastic individual with a great determination to do exceedingly well in all endeavours. Isiah is a committed individual capable of working independently or equally as part of a team. This is demonstrated in the experiences she has had outside the academic milieu, equipping her with valuable and transferable skills.

In her role as Project Support Officer, she set up and managed the implementation of a new process for issues and escalations. Her ability to multi-task, plan and prioritise work under deadline pressures can be seen in her commitment to ensure all reporting was submitted within the defined parameters (i.e. time, quality etc.). Moreover, Isiah has a strong ability to build positive, professional and excellent working relationships. This is proven in her time at the Department for Work and Pensions (DWP) as an Enterprise Planner where she collaborated with the Supplier Relationship Management team, managing and coordinating over a dozen supplier take-on briefings.

Isiah is committed to lifelong learning and continuous self-development. She is enthused by the prospects of applying what she is learning to the IT industry. Isiah is excited by the prospects of working for an organisation whose values are aligned with hers for professional and personal development.

**FDM Employment History**

**London Metal Exchange, London May 2019 – March 2020**

*Project Support/Jnr. Project Manager*

* Managed actions, decisions and issues/escalations logs (internal and external) and Steering Committee packs, ensuring information was up-to-date for all nine Infrastructure Project Managers simulataneously in Confluence and JIRA
* Worked closely with the Programme Manager, collating and reviewing information from Project Managers to be featured in the weekly report distributed to the senior leadership team
* Managed a workstream as part of the IOSCO Remediation project, ensuring all P1 audit standard requirements were implemented
* Responsible for maintaining LME’s resource pool via Project Server (i.e. starters/leavers, band allocation)
* Chaired LME’s first Project Resource Surgery, reviewing resource requirements with Resource/Project Managers and resolving contentions across projects
* Assisted Project Managers with updating their time-phased budgets, cross-referencing across multiple documents for consistency
* Created LME’s first Infrastructure Test Approach document
* Managed the LME PSO inbox, answering queries and delegating tasks
* Managed LME’s Continuous Change & Maintenance process for small changes. This included sanity checking all change requests raised, ensuring resource time/cost was estimated by all teams and chairing the Change Advisory Group where senior stakeholders met to agree estimations.

**Department for Work and Pensions, London July 2018 – December 2018**

*Hybrid Cloud Services Product Management Unit – Project Support Officer*

* Managed governance for the Transitional Hosting Programme, consisting of 8 projects ranging from physical migrations (i.e. lift & shift) to the transition of applications onto the Cloud (Azure, Amazon Web Services)
* Implemented a new process for the management of issues and escalations intended to provide clarity (single source of truth for issues and escalations), reduce reporting and improve the quality of data provided.
* Managed all actions, decisions and issues/escalations logs (internal and external) ensuring information is up-to-date, with good detail.
* Worked closely with the Programme Manager, providing an Escalations Report daily.
* Managed stakeholder expectations, ensuring all queries are answered and requests are fulfilled within remit.
* Created RACI for Technology Services resource on/off-boarding processes.
* Created DWP Hybrid Could Services welcome pack for new starters.

**Department for Work and Pensions, Warrington June 2016 – July 2018**

*Enterprise Planning Executive Officer*

* Ensured Enterprise Planning continued to maintain a positive, professional and excellent working relationship with Supplier Management.
* Coordinated and organised on boarding activities. Ensured that all on boarding documents were kept up-to-date and sent out to Supplier Management in a timely manner.
* Ensured team members were aware of upcoming suppliers to be on boarded so that release plans were correct/a true reflection of the estate.
* Created the DWP Supplier On Boarding process document for Enterprise Planning.
* Participated in TechNow regression testing to ensure it delivered service needs and requirements.
* Assisted in the planning of the Release Planning Control Board (RPCB), ensuring release plans were up-to-date with TechNow records for consistency.
* Regularly updated and maintained the RPCB distribution list in readiness for the RPCB monthly meeting.
* Ensured all Enterprise Planning knowledge articles were updated on a regular basis, so that readers had an accurate and up-to-date view of all service activities.
* Assisted in the creation of the End Year Plan (2016/17) and Summer Plan (2017), capturing all major releases to the DWP estate.
* Created and maintained the End Year Plan (2017/18), liaising with technology delivery mangers, Suppliers and the Business to ensure all major releases during April and March are optimised, conflicts are avoided and movements are facilitated.
* Participated in the release scheduling of the Standard Services Business Allocation (SSBA) Hosting Services contract exit from DXC and migration of 163 applications to Crown Hosting Services.

**FDM Training**

**FDM Academy, London May 2016 – July 2016**

Isiah has completed the Project Support Office programme. This programme includes the following modules:

1. Professional Skills
2. SQL
3. Excel/VBA
4. Financial Industry Awareness

**Previous Employment History**

1. Project Support Office
2. Prince2
3. Business Analysis (no BSC exam)
4. Project Week

**Cube PR, London July 2015 – August 2015**

*Showroom Manager*

* Responsible for ensuring the showroom and all displays were neat and tidy.
* Involved in organizing showroom maintenance and refits as needed.
* Provided administrative support to account managers including filing, taking meeting minutes, diary management and volunteering to assist with the smooth running of company events.
* Setting up and managing the recovery of unreturned merchandise by proactively making a log of products, regularly liaising with clients and scheduling pick-up dates.

**Standard Chartered Bank, London July 2011 – August 2011**

*Human Resources Assistant (intern)*

* Assisted in the planning and organization of training programs for existing employees.
* Involved in the day-to-day efficient operation of the office.
* Responsible for the scheduling of internal and external meetings (i.e. diary management).
* Assisted in the design of training packages.

**Education**

**Generic University October 2012 – June 2015**

**Politics with Economics, 2:2**

Modules included:

Business Strategy

Money and Finance

**Generic sixth form September 2010 – June 2012**

3 A-Level’s (AAA) in Economics, History and Philosophy

**Generic School September 2006 – June 2010**

10 GCSE’s (including Mathematics A and English A\*)

**Further Qualifications:** Prince 2 Foundation (May 2016)

**Awards/Recognition** Women in IT Awards 2018

Graduate of the Year (Finalist)

**Interests and Activities**

* Isiah attends afro beats dance classes every fortnight. Through this, she continues to improve upon her interpersonal and communication skills, as well as staying fit.
* She is also an usher at Winner’s Chapel International (Dartford), where she is responsible for coordinating and ensuring the smooth running of each church service, and that all member needs are met.
* In the period 2013 to 2014, Isiah was the Treasurer and Social Secretary of the African Caribbean Society (ACS) at the University of Bath. She was tasked with the responsibility of overseeing the financial affairs of the society and organizing and publicizing social events for society members. In this role, Isiah was also able to secure sponsorship for the society from Nando’s and Accenture.
* Throughout secondary school, Isiah has held official roles including: Deputy Head Girl (2009-2010) and Sixth Form Prefect (2011-2012). This was largely attributed to her ability to lead, inspire and encourage her peers.
* Furthermore, in 2009, Isiah was a finalist for the Jack Petchy ‘Speak Out Challenge’ at St Clere’s School. She has continued to practice this skill in university in the form of presentations and speeches to the ACS.