

SUSANNAH WILLIAMS BA (Hons)

E. Susannah.Williams@networkrail.co.uk Work. 07730 353 128 Mobile. 07923 141 250

Personal Statement

I am a diligent, highly organised and efficient graduate with expertise in Performance Reporting & Analysis and Project Co-ordination with international experience. I am extremely computer literate with advanced Excel skills, an aptitude for statistical and quantitative analytics, positive and calm under pressure, solution orientated and confident when communicating at all levels. I have a proven ability to effectively manage a team, prioritise workloads and consistently meet deadlines. I am a creative thinker with solid determination and a professional approach to success.

Employment History

August 2021 – Current

Seasons Delivery Specialist

Network Rail, North & East, Operations

Currently undertaking the role of SDS for the North & East Route, I have gained a good working knowledge in the seasonal operations of the working railway and act as a central node of communication for all processes and procedures. I manage the seasonal preparedness and responses for Leaf Fall, Hot & Cold Weather and Asset Performance by tracking KPIs through developing Power BI solutions, identifying statistical trends in performance (including delay minutes), producing and presenting data and analysis through our reporting to stakeholders (incl. TOCs/FOCs), CRT reporting and working with Off-Track for de-vegetation planning. I also maintain accurate, consistent, current and detailed performance information for the dissemination throughout the route via the Key Route Strategy, Seasonal Working Arrangements documents, all Governance & Assurance processes and assist in delivering the Business Plan and have a good knowledge of railway performance management systems. I forecast and manage the seasonal readiness via the National Stage Gates and Assurance processes. Plan possession deconfliction, update NORL system and track the performance of the Rail Head Treatment trains by developing and using Power BI and Tableau throughout Autumn. I arrange, chair and present in meetings with different audiences such as Joint Seasons Management Group, TOSG for Safety, the Autumn Assurance Panel and Autumn Review Panel and the Weekly Autumn Conference with external clients. I contribute to the Seasons Delivery community via the Seasonal Challenges Working Group and engage with the Extreme Weather Response Team, Seasons Management Team and National Weather Resilience Team to work collaboratively and share best practice. I am currently working on developing a Power BI mapping tool for visualising and analysing High-Risk Sites and other data sources including GPR data.

December 2020 – August 2021

Programme Controls Manager

Network Rail, MML East Midlands, Route Sponsorship

This was a secondment to Midland Mainline Route as Programme Controls Manager within the Route Sponsor Team. I provided an effective reporting service to the Customer, Project, Programme, Sponsor and Route communities including various business and functional leaders, with whom I communicated effectively at all levels, meeting all day-to-day delivery requirements of Putting the Passenger First. My in-depth understanding of programme & project control processes and systems allowed me to undertake structured analysis of problems, engage partners and lead the implementation of business-wide solutions daily. I efficiently utilised my quantitative analysis skills for high level reporting on planning, commercial and financial landscapes, physical delivery and programme performance, including Health & Safety, Quality and Environment performance. I also helped implement and monitor project change control processes, highlighting risk to the teams, while ensuring data inputted into cost and performance systems met data standards. I facilitated PMO activities through the various panels and liaised with the DfT and all stakeholders on a regular basis. I have gained a detailed knowledge of investment principals and project controls processes and systems. My experience at Network Rail has provided me with valuable knowledge of supporting disciplines including risk, estimating, planning, cost & value management, integration and Engineering. I also have advanced Excel, HUB and PowerPoint skills, and use Primavera, MS Power BI, Business Analytics, Business Intelligence amongst other relevant systems to help manage, plan and deliver our major construction and engineering projects effectively and efficiently. I am familiar with Six-Sigma and LEAN and worked towards the Certification in Controls qualification, membership of the Project Management Institution UK Chapter and reached selection stage in the 2019 Network Rail Future Leaders programme.

June 2018 – December 2020**Performance & Reporting Analyst****Network Rail, CP Eastern & IP SNE Programme Controls**

My responsibilities as a Capital Delivery Eastern (formerly IP SNE) central reporting function were to manage, monitor and report against Major Infrastructure Project programme plans and performance objectives, highlighting variance from base plan, risks and corrective actions to the wider teams for the East Coast Mainline route and wider region. I successfully developed tools and provided analysis of project and programme information such as Schedule Adherence, Stage Gates, Milestones and GRIP reports, looking for anomalies, key trends against recorded baselines, contributing to managing Network Rail's assets and was instrumental in restructuring the Delivery of Work Within Possessions process (DWWP).

April 2016 – June 2018**Technical Clerk****Network Rail, IP SNE ECML Engineers**

I provided an efficient and effective administrative, technical and analytical service to the lead managers and their teams thereby supporting the successful management, planning and delivery of major construction and engineering projects within the Infrastructure Projects ECML portfolio. I gained 2 years' experience of working in an investment programme and project controls processes and systems environment and degree equivalent level experience in construction and engineering organisations gained over the previous 18 years. The three main functions in this role include assurance, reporting and team support for which I was required to analyse and present data to support recommendations and provide technical and administrative support. I provided effective day-to-day service to the Programme and Project Engineers by reporting on all resource planning, milestone data, safety performance and all other ad-hoc reporting. I located and collated data, records, and other information as required to provide an analysis of project and programme information, looking for anomalies and key trends against historical data. I carried out the upkeep and review of publications, data, records, logs and ad-hoc requests as required. I assisted in the preparation of the outputs as required. I attained a working knowledge of relevant technical functions and activities, the operational railway environment and functional engineering disciplines. I exhibited excellent analytical skills, good communication and organisation skills in all duties.

September 2012 – April 2016**Commercial Administrator****British & International Golf Greenkeepers Association**

Responsible for producing all booking forms, recording, tracking and presenting sales data. I managed the customer facing Media Centre and played an integral role as host of the annual trade show 'BIGGA Turf Management Exhibition' (with over 8,000 visitors in 2016), produced marketing artwork and graphics, collated advertising and editorial content, managed upkeep and renewals for various publications online and in print both annually & monthly as required. I was designated minute taker for various internal and external meetings and also point of contact when liaising with clients. I produced data and content for mass-email marketing campaigns, advised on marketing and sales schedules and provided technical and administrative support to the rest of the office. I was part of the steering group for building and implementation of the new Customer Relationship Management system in Microsoft Dynamics and managed the @BIGGA_BTME twitter account.

June 2012 – August 2012**York, UK****Production Administrator (temporary)****Event Prop Hire Ltd**

Dual capacity as both Administrator and Purchaser for the workshop of a very busy Production company hiring out props for large events. I implemented new order/production management IT systems throughout all departments to facilitate the logging of man hours, production requests coming into the workshop via the CRM, updated web-content and acted as a point of contact worked closely with the off-site warehouse. As Purchaser I placed and logged orders using Sage and also managed all inward deliveries for the whole company.

April 2012 – June 2012**York, UK****Commercial Administrator (temporary)****Yorkon Limited - Shepherd Construction**

Provided smooth and efficient administration support to the teams to deliver excellent customer service. Co-ordinated the clerical functions of each team and ad-hoc tasks when required. This included operation of Document Control Systems, use of SAP, making travel arrangements and hotel reservations on behalf of the business, developing and maintaining good relations by telephone and in writing with existing and potential clients, suppliers and visitors and liaising with other departments to ensure all requests for information were answered effectively and efficiently. Also responsible for organising meeting rooms & refreshments and arranging PPE equipment when required, in particular for visiting clients.

October 2010 – April 2012**Staffordshire, UK****Design Administrator & Document Controller****Bennett Architectural Aluminium Solutions Limited**

Working in a project-based environment I was responsible for the distribution of drawings and issue registers via various project management system including A-Site, 4Projects and BIM. Creating PDFs and releasing items for procurement using the bespoke procurement system. Distributing and issuing 'Drawing Office Instructions' and 'Variation to Tender' paperwork. Generating

schedules from drawings and KaluCAD reports. Preparing reports on project progression and status using data collated from MS Project, Publisher and PowerPoint. Updating Navision (SAP) with various data control actions. Collation and analysis of hours from drawing office time sheets. Handling of Non-Conformance Reports, updating the NCR log and producing reports for analysis by the Design Manager and Managing Director. Creating and updating a register of technical library information including British Standards and Building Regulations and assisted with the audit and accreditation of ISO9001 status which was successfully achieved in 2010. Maintaining training records and arranging Continuing Professional Development sessions, fling, note taking and typing minutes for internal & external Design team meetings. Assisting the Design Manager and Technicians as and when required, often by suggesting best practice ideas and solutions for the improvement of the department.

January 2010 – October 2010
Staffordshire, UK

Postgraduate Administrator
School of Law, Keele University

In this role I was responsible for the administration of 6 postgraduate taught courses. This involved a high level of organisation and strong project management skills. I was responsible for liaising with students, collating course information, minute taking, maintaining and updating the UNIX student database with marks and other information and acted as a central point of contact for all Administration and Academic staff within the school.

March 2009 – September 2009
Dubai, United Arab Emirates

Personal Assistant to the Director General
Department of the Director General, Ministry of Education

I managed a team of 3 Administrators and 2 Office Assistants, restructured the administrative processes, produced presentations, finalized reports for submission to the Minister and proof-read outgoing correspondence and emails. Acted as the main point of contact for the department, coordinated the diary of the Director General and schedule events invitations, steering committees, regular meetings and appointment requests. I was also responsible for researching and preparing speeches for delivery by His Excellency the Director General, timesheet management, travel arrangements, hotel bookings, annual leave and absentee records, stationary orders and office supplies and other office management duties. This post was cut in a government review of expat contracts.

May 2007 – March 2009
Dubai, United Arab Emirates

Personal Executive Assistant and Unit Administrator
Services Unit, Areva T&D Middle East

In this position I acted as PA to the General Manager/Regional Vice President for Services and also managed the general administration of the Services Department who service, repair and retrofit power stations, electricity substations and power transformers across the GCC. Responsible for the coordination of all travel logistics and accommodation arrangements for both outgoing business and incoming visitors such as booking flights, hotels and hire-cars. I assisted with obtaining visas for work within the UAE and coordinate globally for visas of missions outside the UAE. I was also responsible for integration of new employees into the department from pre-interview stage onwards including setup of IT equipment, phones and other necessities. I handled timesheet management, expense claims, annual leave and absentee records, office supplies, assisting sourcing and procurement and finance departments and various office management duties.

September 2004 – April 2007
Huddersfield, UK

Fee/Input Technician & Services Support Advisor
DCSU, Planning Services, Kirklees Metropolitan Council

Responsible for the processing and validation of planning applications, preparing files for use during the application and liaising with architects, agents and external organisations. I was promoted from my previous role as Services Support Advisor where I supervised a team of 4 advisers was responsible for dealing with the administration of planning applications and customer enquiries. As well as conducting much of the department's internal training for GIS systems I also conducted Local Authority searches, used GIS systems to create topographical charts, updated the planning database, wrote customer correspondence, maintained record systems and archived documents.

April 2003 – September 2004
York, UK

Land Charges Officer
Local Land Charges Department, City of York Council

Assisting with client facing operations that related to personal searches and Local Authority Searches. This required a high level of customer service skill when dealing with the general public, personal search agents and solicitors both face to face and over the telephone. I also conducted searches using GIS systems and Ordnance Survey maps, maintained the personal search database, produced reports, correspondence and other information using Microsoft Office.

August 2000 – April 2003
York, UK

Executive Block Management Customer Service Advisor
Waterhouse Chartered Surveyors

Working as part of a customer service team for a busy property management company, providing both a point of contact for clients and also providing problem solving and resourcing solutions for issues regarding Block Management of rented accommodation. I also provided basic technical support in the office for Microsoft Office packages, email and Internet.

Educational History

December 2017	Network Rail via RPC UK Limited Primavera Systems and Processes PASS
October 2011	St John's Ambulance First Aider PASS
2006 – 2007 TEFL English Certificate	www.i-to-i.com Online Course (accredited) Teaching English as a Foreign Language, Teaching Business
2005 – 2006 AS Level	Huddersfield Technical College, UK Fine Art (B)
1997 – 2000 BA (Hons)	Ruskin University Cambridge, UK Humanities: English Literature and Linguistics Analysis (Language) (3)
1995 – 1997 3 A-Levels	Fenton Manor Sixth Form College, UK English Language/Linguistics (C), Theatre Studies (D), Business Studies (D)
1989 – 1994 9 GCSE's	Holden Lane High School, UK Music (A), Business Studies (B), English Language (B2), Mathematics (C), Science Dual Award (CC), English Literature (C), French (D), History (D)

Other Skills

Conceptual Knowledge: LEAN Six Sigma, Value Stream Mapping, Statistical Analysis, Quantitive Data and Regressive Analytics, Statistical Process Control and Trending Analysis, Operational Railway Performance Management, Major Projects Programme Controls, Project Engineering Processes.

Software Skills: Excel (28yrs experience), Power BI, BusinessObjects, Business Intelligence, Tableau, SQL, HTML, Visual Basics, Web Content Management systems, MS TEAMS & Apps, SharePoint, CMO, Primavera P6, PPS, Oracle, NROL, CCIL, GEO-RIMN Viewer, NRWS, RCOS, Network Rail Safety Systems, ARM, Sage, UNIX, SAP, MS Office (inc. PowerPoint, Word, Publisher, Access, Visio, FrontPage, Microsoft for MAC), Skype Business, eB, ProjectWise, 4Project, HUB & HUB Editor, CCMS2, AutoCAD TrueView, Navision, Kerridge, Adobe Acrobat, Adobe Photoshop, Adobe InDesign, Outlook, Outlook Express, Lotus Notes, Lotus SmartSuite, Internet Explorer, FireFox, Chrome, Safari, MS Windows (XP, Vista, 7, 8, 10), Apple MAC OSX, Macromedia Suite (inc. Dreamweaver, Flash, Fireworks, Freehand), various bespoke packages and CRM's including Microsoft Dynamics, Time & Hours Recording, Mobile App construction and content management.

Languages: English: First Language. French: Basic. Arabic: Basic. Welsh: Basic.

I also have a valid UK and UAE driving licences and own transport.

Date of Birth: 03 August 1978

Address: Hemingbrough, Selby, North Yorkshire

Notice Period: TBA

Susannah Williams - RECOMMENDATIONS AND REFERENCES

Recommendation from previous manager Andy Gunnell, Commercial Manager – Yorkon Limited (andy.gunnell@yorkon.co.uk) – in reply to a property reference request.

We are very happy with Susannah's contribution to the business and look forward to her continued input. I trust this is helpful to you and am happy to answer any questions that you have.

Best Regards
Andy Gunnell - Commercial Manager
Yorkon Limited

Recommendation from previous manager Paul Johnson, Design Manager – Bennett Architectural Aluminium Solutions Limited (paul.johnson@baasl.co.uk)

From: Paul Johnson [<mailto:paul.johnson@baasl.co.uk>]
Sent: 04 April 2012 09:54
To: susannah.williams@baasl.co.uk
Subject: Personal Reference

Susannah started with the company in October 2010 as a Design Administrator where she helped to support both myself and seven Design Technicians. Susannah has excellent administration skills with particular expertise in Microsoft Office where she was responsible for collating data and producing reports for both myself and the Managing Director on a weekly and monthly basis.

Whilst with the company, Susannah expanded her role into technical areas and became responsible for scheduling various items for procurement where she consistently performed to a high level of accuracy. She was also responsible for releasing all outputs from the design team in accordance with our ISO 9001 procedures and internal software programmes. Susannah was actively involved in developing our most recent software programme, which was launched in January 2011, by offering ideas on format and reporting facilities.

Susannah has been a valued member of both the design team and the company and always displayed a flexible approach when asked to support other areas of the Administration team.

I can only wish you well and every success in the future and thank you personally for your contribution over the last 18 months.

Best Regards
Paul

Recommendation from previous Direct Manager at the Ministry of Education - His Excellency Sheik Rashed Salem Alnuaimi, Director General, MoE, United Arab Emirates. (alnuaimi1969@gmail.com)

I am very pleased to provide a positive reference for Susannah Williams, who I understand is currently being considered for a position in your organisation.

Susannah commenced her work with the Ministry of Education in March 2009 as my Personal Assistant. At the time, I held the position of the Director General of the UAE Ministry of Education.

As you will be well aware, the Ministry of Education is a very large Federal Government organisation employing some 35 000 teachers and other staff throughout the UAE. As a result, the Director General's position is extremely demanding. My purpose in employing Susannah was to ensure that I had someone who had the organisation skills and expertise to restructure the administrative processes of my Office so that these worked effectively. I also wanted to make sure that there was a single point of contact for my Office for all appointments, travel arrangements and paperwork in order to maximise the productive use of my time.

Susannah Williams was outstanding in this position. During her time as my Personal Assistant, she effectively restructured administrative processes and quickly became the first point of contact for the many organisations and people seeking meetings with me. She was willing to work after hours and on a number of occasions, made appointments for me on weekends. She was also well liked by staff and many people in the Ministry will miss her friendly nature.

I have no hesitation in recommending Susannah Williams to your organisation as I know that in a very short space of time, she will prove herself to be an asset to your organisation.

Yours faithfully
His Excellency Sheik Rashed Salem Alnuaimi
Director General, Ministry of Education, United Arab Emirates

From: Rashed Salem Al Nuami [mailto:alnuaimi1969@gmail.com]
Sent: Tuesday, July 21, 2009 10:17 AM
To: Susannah Williams
Subject: Re: Reference and Recommendation

Dear Susannah,

If you require any report about your outstanding performance during your service from me I will be more than happy to prepare one.

Best Regards
Rashed
Ministry of Education
PO Box 3962, Dubai, United Arab Emirates I +971 (0) 4 217 6111

Recommendation from previous Direct Manager at AREVA T&D - Marc Lozachmeur, Unit Managing Director and Regional Vice President for Services, Middle East (marc.lozachmeur@areva-td.com)

From: Marc LOZACHMEUR/AEDXB01/TDE/AREVA-TD
Sent: 02/09/2009 12:03 PM
To: Susannah WILLIAMS/AEDXB01/TDE/AREVA-TD@ATD
Subject: RE My new job... Thanks!

Susie,
Best wishes for your new job. I have also enjoyed the time we have worked together, and I have particularly appreciated the interest and professionalism you have shown.

I am sure Sheik Rashid AlNourami will also share my views.

Amicalement.
Marc Lozachmeur
Gas Insulated Substations - Services FSA, Area Manager
marc.lozachmeur@areva-td.com
Tel +33 (0)4 79 34 76 07, Fax +33 (0)4 79 88 79 09, Mob +33 (0)6 08 02 62 58

Recommendation from previous colleagues – go to www.linkedin.com/in/susannahwilliams

Kamal Mehta {uae.projects@gmail.com}, Regional - HR - Recruitment and Staffing Manager, Areva T&D, Automation of Electrical Sub Stations (colleague, indirect manager)

"Susannah is a serious performer. She is diligent, hardworking and results are outstanding. I would definitely recommend her. She's a quick learner. She knows how to work efficiently and has the ability to quickly change new challenges into opportunities, is self-motivated, self-sufficient and a great people person. I have no hesitation in recommending her to anyone who wishes to utilize her considerable expertise. Susannah is a go getter and makes an excellent manager partner. I have only good words to say about her involvement in her role with Areva T&D, she sure made things happen when it mattered the most." November 3, 2008

Tamer Hassan, Regional People Development Manager- HR Manager, Areva T&D - UAE (indirect manager) (tamerahassan@yahoo.com)

"I have known Susannah for one year and I have found her very hard working, very professional and well structured. Susannah is well appreciated by her manager and all other units' managers." November 5, 2008

Tunga Muzangaza, MR Financial Controller, Areva (colleague) (tunga.muzangaza@areva-td.com)

"Susannah, is a highly organised and efficient in her role as Unit Administrator, with a commendable ability to prioritise and balance unit and operational responsibilities." February 4, 2009

Anusha Jagadeesh, HR Administrator, Areva T&D (colleague) (ansa_g@yahoo.com)

"Having worked with Susannah for close to a year, I have immense pleasure in acknowledging her dedication, sincerity and hard work. She is friendly, easily approachable and has a great attitude. I have always found her to be really efficient and organised at her work." February 12, 2009