

Heather Coombs-Terekhov MA Cantab, MITI

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Employment history

Self-employed bid writer

(March 2015 – Present)

Bid writing and consulting work for UK and French rail, highways, construction and outsourcing companies.

- Recent bids include HS2 Rolling Stock, Smart Motorways Alliance and a Medium Value Construction Framework (North West Construction Hub)
- Wrote winning bids for fit-out contracts at the BBC, Ford, and UK government departments
- Bid writer for the successful HS2 Main Works Civils bid for Euston station approaches
- Advised clients on how to improve bid submissions and bid management practices, and ran bid writing workshops
- Wrote the winning submission for Hampshire County Council's Investor in Young People award.
- Researched and edited case studies and project summaries for Amey's bid library, including for civil engineering projects, power, utilities, waste and environmental services.

Delivery Project Manager, Achilles, UK

(July 2013 – Feb 2015)

- In a newly-formed project management team, I led a process mapping initiative and developed PM procedures and templates.
- Project managed several full-lifecycle software implementation projects, coordinating several internal departments and managing customers' expectations. Clients included Nissan and Balfour Beatty.
- Mentored several internal hires within the team that were new to project management.

Knowledge Manager, Amey, UK

(May 2008 – July 2013)

Promoted to the newly created role of Knowledge Manager, I was tasked with recruiting and managing a team to deliver an information support service and improve collaboration, innovation and knowledge transfer within Amey's Central Bidding Unit. In this role I:

- Delivered improved content management systems, included restructuring a file-based shared drive, and develop protocols for version control, access to and management of eRooms and Sharepoint during live bids, and a bid archive and CV library (including data protection protocols and training)
- Managed social media projects including software roll outs (discussion forums and Yammer) Designed an ongoing feedback survey and KPIs to monitor the KM programme

The programme won the 2014 Fiona Flower Award for Knowledge Management at the UK APMP Awards.

Senior Bid Writer, Amey, UK

(April 2007 – May 2008)

Achievements and responsibilities:

- Responsible for bid writing and bid production in Amey's Business Services Division, I managed a graphic designer and project coordinator, plus freelance writers and designers

- Drafted bid and PQQ responses to central government outsourcing contracts in the FM sector, including a winning tender with the Home Office
- Developed a suite of boiler-plate text and case studies on successful projects and initiatives

Freelance writer and translator (Paris-based)

(March 2001 – April 2007)

- Sub-editor, writer and researcher for Today in English magazine (a magazine for learners of English). I researched the 'Best of the Press' section, which presented a range of abridged articles from the English language press, and wrote book reviews, features and travel articles.
- Managing Editor of 'Living in France' magazine - a free magazine, which gave me an overview of the magazine production process and honed my editing and proofreading skills.
- Gained membership of ITI in 2002, and translated in the tourist, commercial and cultural fields for several translation agencies.

Programme Assistant, UNEP OzonAction Programme, Paris

(July 1999 – March 2001)

- I provided communications and project management support, including writing and translation, for the OzonAction "Information Clearing House" programme, working with French-speaking Africa and former Soviet republics. I was also responsible for day-to-day liaison with field-based teams.
- I managed a team of freelance translators to produce technical manuals
- Working with academics and industry specialists, I wrote and edited a monthly e-newsletter for farmers in developing countries.

Education

Birkbeck College, University of London

(September 2016 – present)

MA in Journalism, ongoing

Open University Business School (OUBS)

(September 2008 – June 2009)

Knowledge Management (MBA module), pass

Trinity College, Cambridge University

(September 1994 – June 1998)

MA, Modern Languages (French and Russian) 2:1

King Alfred's School, Wantage

(September 1986 – June 1993)

'A' grades in A-level English, French and Social Biology

Skills and professional development

- Fluent spoken and written French and Russian
- Prince2 Practitioner
- Blogging with WordPress
- Social media strategy for business (1 day course run by journalism.co.uk)
- Working knowledge of Indesign, Photoshop and Illustrator (MA module in Design and Layout)
- Basic coding and website building in HMTL and CSS (completed CodeFirst Girls course)