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### PERSONAL PROFILE

**Experienced Project Manager with a demonstrated history of working in the construction industry and retail refits. Skilled in Account Management, People Management, Project Management ,Project Coordination, Sales and the capability to deliver multiple projects successfully and on time . Strong program and project management professional with a Degree focused in Accounting and Finance.   
As a natural leader, I have excellent communication skills and form lasting working relationships with customers, colleagues, sub-contractors and senior management. I also have strong project management skills, and continually ensure objectives are met on time and within budget.**

### CAREER HISTORY

**Project Manager – Up and Under Group (RSK) November 2018 – to date**

**Overview of role**

Providing an oversight and management to ensure all assigned projects are completed on time, safely, to budget and to the highest of standards. Ensuring project engineers and project teams, are supported, enabling the best to achieve by all involved. Work with Key accounts to develop business relationships, aiding the Senior Management team to grow revenue.  
  
Other tasks include:  
Writing and reviewing RAMS, Writing and submitting tenders , Report preparation for Management team showing business progress. Undertake site visits, site checks and audits. Act as Line Manager for assigned teams and Mentor to new team members. Attend networking, meet the buyer and industry events. Liaise with Suppliers.

**Achievements**

* Consistently grow sales and increase business revenue – increase of 14% over 11 projects
* Successfully delivered 11 projects on time and budget, with project profit within or exceeding business guidelines
* Delivered 11 projects ranging in costs from £2000 up to £200000

**Head of Installations & Project Management – Sure Retail February 2018 – November 2018**

**Overview of role**

To project manage the completion of all retail refurbishments across a range of retail and business sectors. Responsible account management of clients, securing layout plans for sites and to ensure all required equipment orders were placed and despatched to meet project dates. Responsible for site management of site, liaising between client and contractors, delivery of the refurbishment/ fit out of sites, problem solving on site and completing snagging visits. Ensuring individual business requirements and standards are maintained within budget controls.

**Achievements**

* Delivered 8 projects of various size from smaller 2000 sq feet sites up to larger 17400 sq feet sites within budgets of £3.5million.

**Bid Project Manager -Allied Healthcare** **March 2017 – February 2018**

**Overview of role**

To project manager the completion of all board agreed, formal tender opportunities in all relevant markets. Responsible for holding internal stakeholders to account to submit copy and content into submissions. Leading on writing responses to tenders and submitting onto portals within time constraints afforded. Supporting the Bid Manager, with all individual and team quality improvements as they occur and are needed.

**Achievements**

* Writing and distributing to the whole company ‘how to guides’ that enable the recipient to easily update and make changes to a document. Ensure a consistent approach is followed throughout the company.
* Successfully submitting and winning contracts within 12 weeks of taking the role, currently a win rate of 54 % seeing 11 tenders submitted, 3 pending decision and 6 won. The largest contract value win of £46 million pounds.

**Project Co-Ordinator - Broxap Ltd** **October 2016 – February 2017**

**Overview of role**

Co-ordinate the development of existing projects, identify new business and commercial opportunities through research and development. Prioritise project cases according to status and value to maximise efforts in securing the order. Providing sales advice and technical information to customers, whilst completing quotations and revisions as required, following up quotations and move projects forward in line with the programme schedule.

**Project Manager Feb 2012 – September 2016**

**Overview of role**

Field based role visiting Post Office sites to deliver transformation projects modernising the Post Office network, this involved surveying sites, drawing up plans and agreeing new layouts to enable the build of Post Office branches to optimise income for the retailer and Post Office Limited. Ensure that key relationships with local stakeholders, opinion formers, suppliers, shop fitters and other retailers are well managed in achieving goals. Ensuring business requirements and standards are maintained within current tight budget controls.

**Achievements**

* Delivered 61 projects of various size from smaller 1 position branches up to larger 6 position branches within budgets of £1.4 million.
* Ensured delivery of new design post office branches optimising network savings and reducing the operating model cost base, bringing significant savings in terms of reducing branch operating costs and enabling branch efficiencies.

**Senior Project Manager Seconded role**  **May 2015 – Oct 2015**

**Overview of role**

Leading a team in the successful delivery of Post Office Limited’s Network Transformation Programme that will change customer branch visit experiences. Managing geographically dispersed team, performance reviews, mentoring and guiding team members to ensure that they are fully conversant with all aspects of project management.

**Achievements**

* Lead a team working on the Post Office biggest project to date with a project budget of in excess of £780 million and a North West Regional budget of £21 million each year. Transforming branches into a modern welcoming environment for customers, enhancing customer experiences.
* Created and delivered training events to enable 48 new recruits become successful Project Managers.
* Developed the North West team of 15 new recruits with little knowledge of Post Office Limited’s processes into a team of 15 successful Project Managers working together, dealing with issues and problems on a daily basis with confidence seeing projects successfully delivered with the highest of standards.

**Branch Manager – Crewe Post Office June 2009 – Feb 2012**

**Overview of role**

Manage a team of 12 people to ensure that branch sales targets were achieved by analysing management information, investigating and identifying trends from previous year’s sales figures. Analyse and interpret month on month Profit & Loss reports, Contribution statement and formulated an action plan as required and disseminate relevant information to the staff, dealing with performance reviews. I motivated and coached the team in sales techniques and customer service, ensuring each persons training needs were met.

**Network Operations Manager July 2007 – June 2009**

**Overview of role**

Monitor and review Post office Limited network to ensure Government access criteria and customer needs are met. The ability to manage complex issues linking with internal, external Stakeholders and local Government to manage Post office branch closures and openings. Schedule and complete service risk assessments at Post Office branches, these assessments included security reviews and site layout plan completion.

**Achievements**

* Managing complex and varied property changes within Government timescales and business budgets, across a network of more than 850 agency post office branches within Midlands and Wales.
* Building strong relationships with Stakeholders and customers both internal and external including rebuilding relationships with local councils, through regular contact and formal meetings.

**Auditor – Post Office Limited September 1995 – July 2007**

**Overview of role**

Verifying Post Office Limited assets, completing detailed and accurate reports, used in contractual and legal cases. Verifying actual and paper assets. Ensuring Business requirements and Standards were met. Building successful relationships within the team and wider audience.

**Various Customer Service roles June 1989 – September 1995**

**Overview of role**

Customer facing role within Post office branches interacting with customers on a daily basis with cash handling and sales experience.

**Qualifications and Training**

AAT Technician Accounting Level 4

CITB SMSTS – Site Manager and CITB CSCS - Green Card

Asbestos Awareness.

Fully conversant in Microsoft software package.

Basic CAD use and also fully conversant in other project design tools like Visio.

**Interests/Activities**

Committee member charity fund raising for Air Training Corps 388 Squadron supporting children during the completion of their Duke of Edinburgh awards, sporting activities and educational activities.

Wing Secretary and Committee member for Staffordshire Wing Air Training Corps looking after the wellbeing of around 1000 cadets.