

## Emma Wheatcroft

+44 7361478473

emmaowheatcroft@gmail.com

Dynamic and detail-oriented Digital Compliance Project Manager with expertise in establishing and managing compliance frameworks in fast-paced environments. Proven ability to lead cross-functional teams, develop and implement regulatory policies, and ensure organizational alignment with emerging industry standards. Skilled in project management, technical documentation, and problem-solving, with a strong focus on accessibility and compliance in the digital space. Adept at balancing operational demands with strategic vision to drive ethical and regulatory success.

## Experience

June 2024 - PRESENT

### **Boohoo Group, Manchester** – *Digital Compliance Project Manager*

- Established the company's digital compliance department from the ground up, creating a robust framework to address regulatory and business requirements.
- Designed and implemented policies to ensure compliance with upcoming EU accessibility standards, achieving readiness ahead of deadlines.
- Led cross-functional initiatives to integrate compliance considerations into marketing, development, and user experience workflows.
- Developed processes for cookie management, DPIA completion, and accessibility compliance across multiple brands.
- Delivered comprehensive documentation and training to align stakeholders with compliance objectives.

February 2023 – June 2024

### **Autocab (Uber), Manchester** – *Product Delivery Specialist*

- Managed the release of passenger-facing products, including bespoke services tailored to customer needs.
- Conducted alpha testing and facilitated customer beta testing to identify and resolve product challenges.
- Authored detailed technical documents and coordinated between departments to streamline the delivery of new products and features.

June 2022 – February 2023

**Autocab (Uber), Manchester** – *Service Delivery Technician*

- Oversaw the deployment of updates across Europe, ensuring seamless implementation for clients.
- Delivered training sessions for customers, clients, and new employees on software and app usage.
- Adapted and deployed iOS and Android applications to meet client specifications.

January 2021 – May 2022

**Avalanche Studios Group, Liverpool** – *IT Support Technician*

- Provided first- and second-line IT support for on-site and remote teams, managing tickets through Jira.
- Implemented Microsoft Endpoint Protection, creating policies and associated documentation.
- Administered Active Directory and Google Workspace, managing user accounts and licenses.
- Coordinated interoffice IT operations and led projects to enhance infrastructure and workflows.

## Skills

- **Project Management:** End-to-end project planning, execution, and stakeholder communication.
- **Compliance Expertise:** Policy development, accessibility standards, and cookie management.
- **Technical Proficiency:** Jira, Confluence, Microsoft Suite, Google Workspace, and Active Directory.
- **Documentation:** Creation of technical and procedural documentation.
- **Problem-Solving:** Root cause analysis and issue resolution in complex environments.

## Education

September 2019 – June 2020

**Edge Hill University, Lancashire** – *MSc Cyber Security* – Classification: First Class

September 2016 – June 2019

**Edge Hill University, Lancashire** – *BSc Computing* – Classification: First Class

September 2015 – June 2016

**Edge Hill University, Lancashire** – *Level 4 Diploma* – Biology