

[Visit our Website](https://www.pertemps.co.uk) | [Terms & Conditions](https://www.pertemps.co.uk/legal/terms-conditions) | [Privacy Policy](https://www.pertemps.co.uk/legal/privacy/)

# Candidate Details:

* Candidate Name: Susan Mahdaly
* Salary Expectations: £
* Notice Period:

# Recruiter Details:

* Your Account Manager: Matt Ellis
* Contact Number: +44 7777 777777
* Email: [matt@pertemps.co.uk](mailto:matt@pertemps.co.uk)

# Selection Reasoning:

* [Reason 1]
* [Reason 2]

Susan Mahdaly

Project Manager

Experienced Project Manager with expertise in stakeholder, team, and 3rd party supplier management. Analytical and detail-oriented, keen to leverage proven skills after a period of personal leave.

# Key Achievements

* Completed the integration between ASOS and 3rd party systems (WMS, carrier labels, export declarations) for a new set-up between the German warehouse and carriers, in order to alleviate the UK warehouse; project budget: £632k; savings per year: £780k.
* Completed the integration between OFS and a 3rd party carrier management solution provider at Harvey Nichols, enabling the use of multiple carriers for customer order deliveries in the UK, leading to a cost saving of £15k per month as well as increased competitiveness in the luxury retail market.
* Completed a project costing £1M at Microsoft, which implemented a Virtual Hearing solution for the UK Ministry of Justice, enabling court hearings to take place remotely, via Skype for Business.
* Completed two projects at Dr. Martens, which were dependencies for the opening of a secondary distribution centre in the US.
* Completed a 2.5-year complex project with eBay Germany at MetaPack, which involved the implementation of a SaaS solution, earning MetaPack a monthly revenue of up to £100k.
* Completed the implementation of a new CRM system at The GIG at DST, enabling ATOC to select the right target audiences for their marketing campaigns.

# Core Skills

* Project Management • Relationship Building
* Stakeholder Management • Microsoft Office
* Communication • Azure DevOps
* Problem Solving • JIRA
* Prioritisation • Confluence
* Organisation

# Education

* King’s College London, University of London, UK | MA (Merit), Digital Culture & Technology: the study of technology from the social / cultural point of view.

* American University, Washington, DC, USA | BS (3.47/4.00 – equivalent to Upper Second Class Honours (2.1)), Business Administration; focus: International Marketing; minor: International Relations.

# Certifications

* Certified Scrum Master (Scrum Alliance, London, UK) - Obtained: Dec 2015
* PRINCE2 Practitioner (QA, London, UK) - Obtained: Oct 2014
* Customer Insight (IDM, London, UK) - Obtained: Mar 2010
* Successful Communication (Partners With You, London, UK) - Obtained: Jul 2009
* Statistics & Testing (IDM, London, UK) - Obtained: Nov 2008

# Language Skills

* English – Native
* German – Fluent
* Arabic – Basic
* French – Basic
* Spanish – Basic

# Additional Details

* Nationality: German (UK settled status granted).
* Immediately available

# Career History

### **Dr. Martens, London, UK | Dec 2019 – Oct 2022**

* IT PROJECT MANAGER (permanent) | Sep 2020 – Oct 2022
* IT PROJECT MANAGER (contract) | Dec 2019 – Sep 2020

### **Highlights:**

* Completed two projects, which were identified as dependencies for the opening of a secondary distribution centre in the US. One project entailed the ability to replenish US stores from multiple US distribution centres; the other project’s objective was to update the trigger for the despatch & returns emails, with the ability to add multiple tracking links to a despatch email. The projects ran simultaneously and were delivered on time.
* Took ownership of some feasibility studies (pre-project) from the Programme Manager.

### **Harvey Nichols, London, UK | Nov 2018 – Sep 2019 | IT PROJECT MANAGER (contract)**

Managed integrations between the in-house built order fulfilment system (OFS) and 3rd parties’ delivery solutions. Improved front-end & back-end technical, as well as operational processes, while futureproofing solutions for customer order & deliveries within the UK and internationally.

### **Highlights:**

* Completed the integration between OFS and a 3rd party carrier management solution provider to enable the use of multiple carriers for customer order deliveries in the UK, leading to a cost saving of £15k per month as well as increased competitiveness in the luxury retail market.
* Ensured interdependencies between projects were carefully managed, with decisions to be made by Steering Group members.

### **Microsoft, London/Reading, UK | Jul 2017 – Mar 2018 | IT PROJECT MANAGER (contract)**

Managed projects within the Microsoft Business Productivity domain, specifically covering Office 365 adoption & change management and software development for Skype for Business.

### **Highlights:**

* Completed a project costing £1M, which implemented a Virtual Hearing solution for the UK Ministry of Justice, enabling court hearings to take place remotely, via Skype for Business.
* Collaborated with project team members in the UK, Germany, Spain, India, and USA, overcoming challenges that occur when working in different time zones.
* Ensured project alignment with Microsoft’s policies & processes, as well as compliance with the contracts signed between Microsoft & the customers; also managed contract amendments with customers & Microsoft contractors.

### **ASOS, London, UK | Nov 2015 – May 2017 | IT PROJECT MANAGER**

Managed projects within Distribution Technology, involving initiatives to improve processes within the UK & German warehouses and fulfil delivery-to-customer promises.

### **Highlights:**

* Completed the integration between ASOS and 3rd party systems (WMS, carrier labels, export declarations) for a new set-up between the German warehouse and carriers, in order to alleviate the UK warehouse; project budget: £632k; savings per year: £780k.
* Presented business cases to the finance and business committee to approve respective project CAPEX/OPEX funding requests.
* Proactively identified impact, temporary workarounds (where applicable), and long-term fixes for unforeseen issues with the project teams.

### **CLX Europe, London, UK | Apr 2015 – Oct 2015 | IT PROJECT MANAGER**

Managed software development projects as part of CLX's media content management solution, enabling retailers to fully control their publishing workflows & media assets (Argos, Homebase, Bogner).

### **Highlights:**

* Worked with Argos to replace their legacy media content management solution with an entirely new one.
* Worked with business analysts to scope projects, and ensured requirements were understood by the development team based in Italy.
* Managed expectations of clients & internal stakeholders, and ensured all parties were aware of the projects’ statuses.

# Earlier Career

* MetaPack, London, UK | Jul 2012 – Apr 2015 | IT PROJECT MANAGER
* The GIG at DST (formerly Lateral Group), London, UK | Feb 2011 – Dec 2011 | IT PROJECT MANAGER
* planning-inc, London, UK | Mar 2007 – May 2010 | DATA ACCOUNT MANAGER
* Tribal DDB London, London, UK | Nov 2005 – Mar 2007 | JUNIOR DATA ANALYST
* Personal Development & Life Coaching, London, UK | Nov 2022 – Dec 2024 | LIFE COACH & MIND-BODY PRACTITIONER (self-employed)