**Sommer Tamara Noakes**

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**Full UK Driving License**

# Professional Summary

Experienced Project Manager with over 5 years of hands-on experience delivering infrastructure and IT transformation projects across telecoms, government, and secure environments. I have worked on programmes valued up to £25M, overseeing delivery across highly secure and regulated sites. I’ve led cross-functional teams to deliver high-performance, compliant solutions, while managing stakeholders at all levels and keeping delivery aligned to business goals. I’m confident using tools like Jira, ServiceNow, and MS Planner, and regularly report into senior leadership across both technical and non-technical teams.

# Key Skills

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|  • • •  | Stakeholder & Vendor Engagement Risk & Issue Management Budget & Financial Tracking   | • • •  | Incident & Problem Management Service Delivery & IT Operations Technical Documentation & Reporting  | • •  | Project Governance & Compliance Oversight Tools: Jira, MS Office Suite, ServiceNow, MS Planner, SharePoint  |

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| **Employment History**  |
| **BT Group – Project Manager** |January 2022 – March 2025 |

***Programme - Project Value:*** *£25M | Digital Network Infrastructure Roll Out*

 ***Project Value:*** *£17M | Wires Only Contract*

 Delivered over 100 infrastructure project deliveries for a national rollout and over 150 wires only deliveries to over 60 sites (including international). My role involved co-ordinating everything needed to ensure each delivery went ahead on time, within scope, and in full compliance with the site-specific requirements.

* I built and maintained a comprehensive delivery tracker in MS Excel to monitor live status, RAG ratings, risks, delays, ECCs (Excess Construction Charges), mitigations, and delivery stages completed. The tracker also had change references, SSRAMS (Site-Specific Risk and Method Statements), ownership status, and current phase of each delivery.
* Tracked and assigned internal tasks using MS Planner, with clear dates to stay aligned on delivery timelines.
* Raised and tracked all changes in ServiceNow, ensuring all approvals were secured before any work commenced.
* Worked closely with logistics and technical design architects to arrange custom equipment configurations, install required certificates, pre-stage devices, and ensure kit was delivered on time.
* Completed and submitted Service Acceptance Notifications (SANs) post-delivery via a secure portal, ensuring all critical data was included. Set reminders for cooling-off periods and issued final completion notices.
* Updated weekly status reports through Clarity to keep internal stakeholders informed of delivery progress.
* Sent Completion documentation to the service acceptance team and configuration teams to upload onto internal network monitoring tools and to Service Managers for upload to SharePoint platforms. Updated the Asset Tracker in Excel to ensure all delivery information was accurate.
* Post-implementation: scheduled field resource for the requested date, technical design architects, configuration engineers, customer on-site support and remote support. Scheduled Teams calls and sent invites to all allocated engineers to collaborate on the day.
* I would ensure all engineers attending had the correct clearance or arrange for escorts to attend appointments. Ensured all relevant documentation sent to the customer and had confirmation before sending engineers to site.

**Weekly Communication via Teams:**

* Field engineers, commercial teams, vendors, internal stakeholders, and finance to track spend and confirm all paperwork was in place ahead of delivery.
* Openreach calls: Confirm device reachability and service readiness, provided updates on Permits to Work (PTWs) and Permits to Dig (PTDs) and any site escalation.
* Customer calls to present upcoming changes, confirm sign-off, review highlight reports, and share Gantt charts. Followed up with minutes, clearly outlining actions, risks, and key issues.

**Monthly programme calls via Teams:**

* Reported delivery achievements, shared updates on delivery milestones, and highlight risks or lessons learned across the programme.

**Project Value**: £50k+ | Sites: 2 (Housing Association)

I worked on this project from initiation to closure, taking responsibility for the full rollout of Cisco Unified Comms platforms (UCCX, CUC, Expressways) across two secure sites for a Call Centre, including high availability setup and close co-ordination with engineers and vendors.

* Maintained a RAID (Risk, Assumptions, Issues and Dependencies) log in MS Excel and implemented a call log, stakeholder engagement plan, stakeholder contact list and change log.
* Created the Project Initiation Document in MS Word and secured full sign-off.
* Forecasted my own time and technical resource time against the project to support planning and budget control.
* Worked with third-party vendors to ensure out of hours resource was in place for go live date.
* Created and maintained a finance tracker in MS Excel to monitor and track resource costs allocated to the project.

**Weekly calls:**

* Technical Design Architect to ensure the project remained within scope and time constraints.
* Senior stakeholders to review budget and discuss current risk and issues.
* Customer: Presented weekly highlight reports and Plan on a Page on MS PowerPoint and would send documentation along with meeting minutes via email.

# BT Group – Major Incident Manager | August 2021 – January 2022

* I was responsible for ensuring all P1 and P2 incidents were managed in line with customer SLAs and internal processes.
* Scheduled escalation calls, bringing the right technical experts into discussions to resolve incidents as quickly and efficiently as possible.
* Depending on the severity of the incident, I sent out hourly or daily communications to keep internal teams and stakeholders updated on the progress.
* Worked closely with managers to secure the right resources for each call, avoiding delays in identifying the root cause.
* Reviewed failed resolutions and recurring issues, conducting in-depth analysis to check SLA compliance and highlight improvements for future incident handling.
* Produced Major Incident Reports (MIRs) outlining event timelines, root cause analysis, and final resolution — providing practical insights and recommendations to reduce the risk of similar incidents reoccurring.

# BT Group - 1st Line Service Desk Engineer | September 2018 – August 2021

* Provided technical support to customers, troubleshooting IT issues, ensuring high levels of customer satisfaction.
* Managed remote assistance, system monitoring, account management, and software installation for both internal and external users.
* Collaborated with teams to track and manage incidents in line with Service Level Agreements, escalating issues when necessary to ensure timely resolutions.
* Demonstrated proactive issue resolution by managing network alerts and coordinating with higher-tier teams for prompt solutions.
* Worked on HP Elites, macOS, Windows 7 & 10.
* Use of applications: Remedy, SolarWinds, Sophos, Messagelabs, MS Office, Microsoft Online Exchange Centre,
* Onelogin, MSSP, Bomgar,MS, Active Directory Accounts Admin, Command Prompt, MC2, SolarWinds, Lynx-tec , Microsoft servers (RDP), VMWare management, Alert monitoring, SCOM, Unity, NGSD, Service Now, HPSA Client,MS Teams, CMD, MDM, Asset manager, Cloud Compute, Powershell, Jasper, Fortigate & SharePoint.

# BT Group - Service Desk Analyst | July 2017 – September 2018

* Acted as the first point of contact for internal client queries, ensuring all requests were handled within SLA, and escalating issues as needed.
* Managed access requests for data centres and internal systems, ensuring security compliance and streamlined access provisioning.
* Led incident management for critical issues, ensuring accurate ticket logging and immediate escalation to the correct support teams.

# FIRSTB2B - Project Manager / Data Analyst | December 2015 – July 2017

* Managed end-to-end projects, overseeing data analysis and manipulation, ensuring all data met client specifications and HMRC standards.
* Coordinated with clients to understand project requirements and developed data solutions that adhered to agreed formats.
* Successfully completed regular client updates, ensuring project timelines were met and objectives were achieved.
* Managed multiple projects simultaneously, demonstrating flexibility and adaptability in handling complex tasks.

# Tapton Park Innovation Centre - Clerical Assistant |September 2015 – December 2015

* Set up conference and meeting facilities, performed general administrative duties including scanning, printing, and processing purchase orders and service sheets.
* Taking calls from internal/external clients taking messages, arranging conference rooms or dealing with queries.

# Education

## Deincourt Community School | September 2007 – July 2011

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| * ICT OCT (database and spreadsheet) - B
* English Literature - C
 | * Travel and Tourism - B
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**Chesterfield College** |September 2011 – June 2013

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| --- | --- | --- |
| * NVQ level 2 diploma in Hairdressing
 | * VRQ level 2 diploma in Hairdressing
 | * Level 2 In Employability Skills
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| * Functional skills English
 | * Functional skills Math
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**Evolution Training – Tapton Innovation Centre Apprenticeship** |2015-2016

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| * Level 2 Diploma Business Administration
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# References available on Request