CARRIANNE LACKIE

Job: Business Optimisation Lead

Company: Co-op

Optimise the business, analysing the business process and technology to make it better :) So mapping out Technology systems, how our systems talk to each other to deliver an end 2 end for the customer.

Motivated	Fun	Enthusiastic

The skills I use most in my job... Stakeholder discussion

- Problem solving
- Process mapping
- Systems mapping
- Presentation and facilitation

The most interesting thing I've worked on in my career so far... While at TalkTalk I ran the Innovation School, which was the name of the first Agile Project TalkTalk did, instead of Tech Managers designing an upgrade to the system we engaged innovation from across the globe to input in to the development of a great new system. So much fun, engaging different countries and getting great ideas and thoughts to make a system better, A true team collaboration. Fully supported by the leadership team. Fun, engaging but making things better for the customer.

What inspired me into digital and tech...I fell into Technology as I was studying later on to be a Barrister at MMU, but it wasn't really for me, I was called up from TalkTalk to do a role in their Technology area to trial new technologies both in the telecoms network and all systems. So I jumped at the chance, I spent 5 years in two different roles, 4 years delivering end 2 end network upgrades, and one year managing a team of software engineers that included managing the data centre for TalkTalk. All something I never thought I had pinned my career, but I love it, its the way my brain thinks. Tech is the future.

My educational background is... Business Degree when computers were basic. This included basic computing back then. Studied Dot native Digital Certificate I studied ISEB Software testing qualification back to back with the Agile Project Management certificate

What advice I'd give to girls thinking about a career in digital and tech... It's fun, exciting, and its a skill that is really needed. Just give it a go. Digital could be you developing the way a product looks on a website to developing the website itself, it can be so varied so maybe don't specialise, try it all.