

DENISE GRAHAM



Job: Global Head of Workplace Technology Support

Company: BNYMellon

I am the global head of onsite technology support. With a team of 190 people across 36 countries, I manage the support for circa 96K end user instances (desktop, Laptop, Virtual desktop). My team also provide the local site knowledge for technology related projects, real estate projects that impact technology and location related major incidents. We support Windows 7 and 10, virtual desktop, AV/VC, mobile apps, O365 and many other end user tools and services.

Driven

open-minded

Passionate

The skills I use most in my job...Leadership - Leading a global team to deliver best in class end user support

- Problem Solving - Identifying issues and driving through a resolution
- Data Analysis - identifying key trends and performance metrics to drive performance improvement
- Project Management - Delivering technology related projects across the organisation
- Influencing - Ensuring that through taking my seat at the table the delivery of new services causes minimal disruption to the business

The most interesting thing I've worked on in my career so far... Bringing together disparate teams across 4 different regions (APAC, India, EMEA & US) to work together as a global function, sharing ideas, best practise and providing a standardised service. This was particularly interesting due to the different cultures, working with people who had been in the organisation a long time and were resistant to change.

What inspired me into digital and tech... Starting in a call centre managing a team responsible for reporting technical faults I quickly established a passion for technology, process improvement and automation. Having always been a people manager across my career, I wanted to be able to use my people skills in an environment that historically didn't attract my skillset. I wanted to be able to prove to myself and others that you can have transferable skills, that customer service skills do have a place in a technical environment and that technical skills can be taught to someone with a basic understanding.

My educational background is... I studied to 'A' level standard in Hotel Management. I changed my career path following the birth of my children and have developed my skills and knowledge on the job. Now qualified as an ITIL expert, whilst my background isn't specifically technical, I have acquired a broad knowledge across many platforms to enable me to manage a technical team.

What advice I'd give to girls thinking about a career in digital and tech... Don't be put off by the perception that Technology is a male orientated field of work. Working in a technical environment ensures you are learning all the time. Change is a constant and the need for a balance in diversity is being widely recognised as the way forward. NOW is the time to explore the opportunities and not to close your mind to anything without investigating further.