LAURA BLACKMORE

Job: Customer Success Manager

Company: Peak

My goal is to be the face of Peak to our customers. Peak has built the first-of-its-kind enterprise AI System. We're on a mission to help businesses do great things with data and compete in the AI era. I own the on-boarding process and ongoing relationship with our customers, ensuring the Peak service and product meet their expectations and always adds value to their business.

Driven	Helpful	Ambitious

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

• Problem solving
• Organisation
• Project management
• Presenting

The most interesting thing I've worked on in my career so far... During my internship at Microsoft, I was responsible for researching, creating and delivering an intranet built on SharePoint. It required me

to interview stakeholders across the business to understand what was valuable to them. It meant that I got to work with many different teams and acquire technical skills that I wouldn't have been able to.

What inspired me into digital and tech...I always loved technology from a young age, and having been fortunate enough to spend a few weeks in the US researching schools at the age of 17, and the lack of technology in underdeveloped areas. It made me realise how important technology could be to education. I was then able to work with Microsoft on their School of the Future venture, and assist in the implementation of digital technologies in my current school. Many years later at university, I was able to take a year out to work in industry and I found myself drawn to technology companies. I ultimately found myself back at Microsoft, and was able to work with futuristic technologies!

My educational background is...I did my degree in Business Information Systems, which gave me a good blend of both business and technical education. Since then, I have completed courses in sales, project management, lean six sigma and digital tools such as Google AdWords.

What advice I'd give to girls thinking about a career in digital and tech... We are living in a growing digital era, and technology will always play a role in our every day lives. AI is often seen as a technology that will take jobs, but it is truly going to compliment many areas of our lives. Whether it be serving up the right products or content for us to buy/ read, or curing disease, digital and tech is a fascinating and quickly changing industry to grow a career.