

## TIFFANY ROONEY PATTERSON



**Job:** Business Engagement Officer

**Company:** Bury Council

I am the first point of contact for Bury businesses who require support. I also keep our brand's (Bury Means Business) website up to date, manage our four social media accounts, organise business events and I'm currently managing a business engagement project, working with BAME business owners.

Hard working

Organised

**The skills I use most in my job...**Communication

- Project Management

- Digital
- Organisation
- Time Management

**The most interesting thing I've worked on in my career so far...**I managed a customer satisfaction project from start to finish. This involved working with stakeholders on questions, survey design, timing and frequency, creating a software interface, analysing responses, training telephone operators and addressing concerns raised by customers, amongst other things, to deliver a customer satisfaction

survey which was completed with hundreds of customers every month.

**What inspired me into digital and tech...** I have always been impressed by how technology can help us to be more efficient, communicate, share information more effectively and create jobs and wealth. I realised early on that people who have good digital skills stand a better chance of future proofing their career, and as such I have sought to increase my digital knowledge whenever the opportunity arises.

**My educational background is...** I left school at 16 and started working in an administrative job, where I completed an NVQ in Business Administration. In my twenties I completed a degree in business management whilst working full time. Since then I have gained a PRINCE2 Project Management qualification, and I'm currently undertaking an apprenticeship in Team Leading.

**What advice I'd give to girls thinking about a career in digital and tech...** Work on your resilience (as things don't always go how you expect them to) and take every opportunity you can to learn new digital skills, as it will never be a bad investment of your time. The jobs of the future will rely heavily on digital skills and by going into the field you will set yourself up for a long and happy career.