

Kerry Ager

Senior Project Manager

CONTACT

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SKILLS

Project Management
Stakeholder Relations
Risk & Issue Management
Budget Forecasting
PRINCE2
Agile / Scrum
Six Sigma Process Development
Communication
Planning
PMO Planning & Budgeting

EDUCATION

BA (Hons) Open Degree with Double Specialism; Classical History & Art History

The Open University

2011 – 2017

3rd Class

CERTIFICATIONS

- Certified Scrum Master
- Lean Six Sigma White Belt
- PRINCE2 Foundation (Practitioner previously held)
- Agile PM Foundation (Practitioner previously held)
- ITIL V4 Foundation

SUMMARY

Senior Project Manager with extensive experience delivering cloud, infrastructure, and business transformation programmes across enterprise environments. Proven track record of leading cross-functional teams, managing high-value budgets, and delivering projects to scope, schedule, and budget while maintaining exceptional stakeholder engagement. Skilled in project governance, risk management, service transition, vendor management, and customer-facing delivery. Strong record of multiple concurrent projects being managed successfully within fast-paced environments. Key focus areas are on communications being open and clear, ensuring operational excellence, high customer satisfaction, and strong business outcomes for the customer. Regularly recognised for forming excellent customer relationships, particularly when they have diminished previously and require restoration.

With multiple qualifications, the intention is to deliver your projects with the accrued decade of experience that ensures confidence in delivery, stakeholder relationships, and maintaining your reputation.

EXPERIENCE

Senior Project Manager

Enterprise IT, FluidOne

July 2022 – Present

Responsible for the delivery, management and oversight of multiple infrastructure and MS Azure cloud projects in the project portfolio, managing the successful onboarding of new managed service customers. Developing processes to improve end-to-end delivery from sale to closure. Comfortable communicating with all levels of stakeholder, from C-suite down, and coordinating vast teams of staff for long and short running projects.

Key Achievements

- Managed the IT and network delivery for all London Marathon Events, including the main Marathon in April and the subsequent eight events in the year for the last three years
- Ran transformation projects for several onboarded customers, including Scania, Phenna Group, and ISS Foods, ensuring that after FluidOne took them on they had the best possible solutions for their environment
- Facilitated the standardisation of internal systems for consistent customer support and management
- Carried out intensive remediation for two major Managed Service customers to restore their relationships

Senior Project Manager

Certero

July 2021 – July 2022

Delivery of ITAM and SAM solutions, including those for specific vendors, resource management, coordination of customer and company resources. Oversaw Managed Service implementation to offer regular reporting and governance, arranged reviews of license positions for specific vendors to ensure compliance, avoid financial impact, and reduce exposure to any associated risks.

Key Achievements

- Multi-vendor managed service for local government, including inventory management and license position reporting across ten vendors
- Multi-product implementation for a global payments management firm
- Multi-product implementation, including SaaS configuration, for a UK price comparison firm
- Multiple projects implemented across the UK and US markets

Cloud Delivery Project Manager

CDW (UK) Ltd.

February 2017 – July 2021

Managed the delivery of dozens of cloud-based solutions using IaaS, SaaS and PaaS offerings. Leveraged the globally recognised names of Microsoft Azure and Amazon AWS public cloud services, but also the internally developed and uniquely UK-only ServiceWorks private cloud solutions. Projects included networking, end user device, Citrix and other hosted desktop solutions, Co-Location kit moves, data centre migrations, cloud infrastructure green-field builds as well as cloud-to-cloud migrations, DR and Backup, and application management.

Key Achievements

- Successfully implemented a new Citrix platform, Azure infrastructure green-field build, and backup/DR solutions for a housing association in Essex
- Delivered a Citrix Desktop solution in a pilot-to-production rollout for a major UK food distributor as part of a £5m infrastructure overhaul
- Implemented a multi-solution project for a London law firm, including refreshed networking, improved and correctly resourced Azure infrastructure, and a DR solution to meet BCP requirements
- Created and implemented a formal Lessons Learned practice previously missing from the business

Other Positions Within CDW:

- Major Incident Manager
 - ITIL aligned practice of overseeing and managing to resolution major incidents affecting customers, including CDW
 - Involved out of hours support, coordination between multiple teams in high-profile and high-stress situations, strong communication with stakeholders, and follow up incident reporting for RCAs
- Field Service Coordinator
 - Scheduling work and parts for hardware EUD management for a fleet of twenty-four engineers, including same day urgent response

MORE ABOUT ME

Beyond the professional, I approach life with the attitude it will always teach me something, good or bad. Besides a deep dive into Classical History, I also:

- Play the piano
- Write extensively in both fiction and non-fiction
- Lend my voice to narration
- Learn two languages: Italian and French
 - This is expanding to Greek, Spanish and Portuguese soon
- Cook far too much
- Read an enormous number of books, and keep data on them all

I am logical, can always find the bright side, and have endless amounts of stories for almost every occasion.