

Claire Fearon

Operations Program Management

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PROFILE

I am a Program Manager with over 13 years experience in the planning, operational delivery and the strategic implementation of Digital and Design projects, overseeing the operational processes, resourcing, milestones, KPI's, and governance systems.

I am a intuitive problem solver and capable communicator, who builds strong and collaborative relationships. Working with cross-disciplinary teams and liaising with both internal and external clients and suppliers.

As a natural analytical thinker, I determine clear direction within complexity, and have the ability to synthesis varied strategic requirements into successful operational process. I employ Strategic Stakeholder Management and iterative work programs, to establish shared strategic objectives and gain cross team buy-in.

Leading and overseeing day to day operations and delivery of quality outputs, design deliverables and experiences. Charing team and status meetings and reporting into senior management, facilitating Stakeholder and group workshop sessions to help with effective knowledge exchange.

I am passionate about using Design Strategy and User-Centred Design Research processes, focused on User needs, User Experience and User behaviour to create meaningful solutions which have the power to positively impact society and the way people live.

I combine digital design practice and Usability, with experience in practical operations, and a passion for strategic solutions.

EXPERIENCE

Orange Global, London Jan 2015 - Mar 2020

Design & Usability Guidelines Team

Orange Digital Design System - Program Manager

Responsible for Program Management and the Design Delivery of the Orange Digital Design System.

Program responsibilities include:

- > Client Liaison with internal customers and teams
- > Requirement gathering and clarifying user needs
- > Design Strategy defined through research processes
- > Synthesis of user needs into Strategic priorities
- > Strategic Planning of program activity and goals
- > Design Management and Program Delivery
- > Delivery of the interactive suite of Digital Guidelines and Tools

EXPERTISE

- Design Strategy
- Design Management
- Design Research Process
- Client Engagement & Liaison
- Stakeholder Management
- Requirements Gathering
- Strategic Planning
- Program Management
- Program Communications
- Operational Planning
- Project Management
- Resource Management
- Project Delivery
- Agile Delivery

Orange Global, London**Aug 2008 -Jan 2015****Design & Usability Guidelines Team**

Digital Guidelines - Program Manager

Responsible for Program Management and the Design Delivery of the Orange Digital Guidelines. Overseeing the operational and strategic planning of the program, responsibilities include:

- Overseeing Strategic Planning and operations
- Design Delivery of the interactive suite of Guidelines
- Strategic Senior Stakeholder management
- Management of program communications
- Liaison to the Interactive Guidelines suite 5,000 user base
- Management of all project resources and external spend
- initiating and running the UK and France Design Review process

Leo Burnett Group, London**May 2008 -June 2008**

Contract - Hub Coordinator

Hub Coordinator for agencies largest Advertising Planning team

- Coordination of Planning team activities
- Client Liaison and coordination with the Planning team
- Production of client proposals and pitch material

OMD UK, London**Mar 2008 -May 2008**

Contract - Hub Coordinator

Hub coordinator of two Advertising Planning teams.

- Coordination of Planning team activities
- Client Liaison and coordination with the Planning team
- Production of client proposals and pitch material

DDB UK, London**Dec 2007 -Mar 2008**

Contract - Creative Research Assistant

Creative Research Assistant to the New Business team. Researching creative topics to support pitches and acquisition of new accounts.

- Researching creative material for pitch presentations
- Delivering templates and layouts for New Business pitches.

Cubitt Consulting, London**Jan 2006 -Dec 2007**

Senior Team Assistant

Assistant within a Financial PR firm, with offices in London & New York. Providing creative and administrative support for two teams.

- Research for New Business pitch documentation
- Production of quarterly Press Books
- Planning & running Financial results Events for investors and press

References available on request**PERSONAL SKILLS**

- Natural Problem Solver
- Effective Communicator
- Relationship Builder
- Collaborator
- Creative Thinker
- System Thinker
- At ease with Ambiguity
- Curious
- Perceptive
- Highly Analytical

EDUCATION**Master's Degree****Design, Strategy & Leadership***Cranfield University**Bedford, England***BA (Hons) in Graphic Design***Kingston University**London, England***Foundation Diploma****Art & Design***UAL: London College of Communication**London, England***PROFESSIONAL TRAINING****Scrum Master Certified (SMC)***Scrum Alliance**Westminster, CO, USA***PRINCE2 Practitioner****Certified Project Management***BCS, Chartered Institute for IT**London, England***Event Management Diploma***Institute of Commercial Management, London, England***CPD Accredited Property Training***Touchstone Education, London, England*