

Contact

www.linkedin.com/in/katie-dodd-86864b64 (LinkedIn)

Top Skills

Student Engagement
Presentations
Communication

Certifications

AWS re/Start Graduate

Katie Dodd

MOD Employer Engagement - Greater London | Royal Navy Veteran Spouse
Hassocks, England, United Kingdom

Summary

Being a Royal Navy spouse for over 23 years has enabled the development of a somewhat varied but valuable skill set after working in extensive areas of the business administrative function within the UK and overseas in customer engagement, governance and project delivery. I have first-hand experience of the challenges facing spousal employment in particular alongside the effects on children and families of those who serve. After spending half of my life surrounded by Armed Forces networks both in the UK and Singapore including those from US, Australian, and New Zealand forces, I have also witnessed the experiences of those friends and colleagues who have already left the armed forces. More recently I have also participated in some of the military programmes for veterans and spouses which resulted in my being hired to manage a team that included veterans prior to joining the GL RFCA.

Experience

Defence Relationship Management (DRM)
Regional Defence Relationship Manager
May 2021 - Present (4 years 8 months)
London, England, United Kingdom

I work on behalf of Defence Relationship Management at the Greater London Reserve Forces' and Cadets' Association as Defence Point of Contact for businesses in the region looking to reaffirm their relationship with their Defence people employees and the wider Armed Forces community. I deal specifically with Aerospace, Tech, Higher Education, Finance, Insurance, Law, Management Consultancy, Media and Publishing sectors in building relationships to promote the benefits and attributes of Reservists, Veterans and Military Spouses and within your business and how to show your support to those currently serving or who have served. The wider aim is to also publicly demonstrate support for these people from our communities but also those whose lives are affected by a family member or friend serving in our Armed

Forces, by signing up to the Armed Forces Covenant and then advocating your support by progressing through the MOD's Employer Recognition Scheme.

IDBS

SRE Operations Manager

November 2018 - November 2019 (1 year 1 month)

Guildford, United Kingdom

Employed on a 12 month contract after completion of the AWS re/start programme as an SRE Operations Manager for IDBS, a Pharmaceutical Software R&D OpCo and part of Danaher. My role was the line management of an SRE team whose focus was the migration of our customers' platforms from on-prem into the Cloud using AWS where we had to simultaneously upgrade those already on SaaS onto the most recent release version.

This coincided with guiding the team through a period of change within the engineering team's structure and the product's architecture.

During my year with IDBS and in line with the targeted objectives, this project was to be combined with my SRE team increasing the number of our built SaaS environments, which we increased from just 57 when I joined, to 103 fully operational environments upon my leaving. As IDBS also wanted to increase it's customer base, our team increased these within the year from 41 to 73 new SaaS customers.

I participated in a PSP to establish a roadmap encompassing a new SaaS onboarding workflow. This was to enable feature teams to facilitate onboarding tasks into their sprints and decrease the risk of SLA breaches whilst architecture build moved towards containerisation. I established SRE onboarding processes to align with our Customer's requirements for GxP validation. To this end I also sat on the newly established GxP board to drive the communication and training in pharmaceutical software validation requirements across different feature teams within the organisation. Responsible for the team's internal audits in line with the department's QMS policies and IDBS' ISO9001, ISO27001 and most recent SOC 2 accreditation. In line with the organisation's AWS build cost reduction targets I also managed the team's processes to create effective AWS System build and bill management, tagging and instance reservations to reduce costs and expenditure across all customer environments using the AWS console and Cloudability

St Paul's Catholic College UK

Assistant Leader Of Inclusion

September 2014 - August 2018 (4 years)

West Sussex, United Kingdom, United Kingdom

Co-ordinate annual review processes for students with statements / EHCPs.
Provide specialist SEN training to all teaching and support staff.
Liaison with external agencies, parents and teaching staff.
Student tracking, monitoring and mentoring.
Preparation of key documentation and reports for the annual review procedure under the guidance of the local authority and in accordance with the Children and Families Act.
Process online submission of sensitive documents and reports to WSCC SEN team.
Ensure teaching and support staff comply with the school's policies for the inclusion of SEN students and safeguarding.
Ensure that the systems used by the department are up to date and actively used.
Lead and minute meetings with staff, parents and external agencies.
Be part of the leadership team of the Learning Support Department, alongside the Director of Inclusion, the SENCO and another Assistant Leader of Inclusion.
Student support and intervention including audio typing and scribe support in lessons and exams for GCSE and AS/A-Levels.

Foreign, Commonwealth & Development Office Asia Pacific
2 years 8 months

Commissariat Manager
February 2013 - July 2014 (1 year 6 months)
British High Commission in Singapore

Manage High Commission Commissariat, available for all Commission staff including those from the FCO, MOD, British Council, British Chamber of Commerce and all their visiting guests and VIP's.
Responsible for all High Commission Commissariat corporate, networking and family events.
Procurement and delivery of bar and commissariat stock in accordance with Singapore Customs/UK Government mission regulations.
Promoting the GREAT Britain campaign with the Department for International Trade.

Consular Support Officer
December 2011 - July 2013 (1 year 8 months)
Singapore

Handling and monitoring face to face public enquiries.

Providing Consular assistance to British Nationals in Singapore and processing applications for Emergency Travel Documents and other official letters and documentation. Forwarding citizenship applications.

Creation and maintenance of CRM database for use with distribution and collation of customer service feedback forms and issue of invitations to UKinSingapore events.

Liaising with local Singaporean Police, local and UK Government departments, authorities and organisations; other Commonwealth and allied missions in Singapore and other Asia-Pacific countries.

Maintain UK birth and death registers and produce certificates.

Counter and cashier duties.

Supervise and train other consular staff on consular processes. Worked as part of the mission's crisis management team. Assisted at the Diplomatic receptions for various VIP's including annual QBP's as well as FCO, UK Government and Royal Visits including The HRH Prince William the Duke of Cambridge and the Duchess of Cambridge on their 2012 tour of Singapore.

Use of MS Office and specialist Government Gateway intranet. Authorised and trained to use specialist equipment to produce protected, sensitive and classified official UK documents.

NHS

Medical Personnel EWTD Project Administrator
2002 - 2003 (1 year)

Derriford Hospital, Plymouth, Devon, United Kingdom

Medical Personnel Project Administrator to monitor Junior Doctors working hours as part of the European Working Time Directive (EWTD).

Liaising with Junior Doctors, Registrars, Consultants, HR management and Trust directors. Responsible for the organisation and implementation of each departmental analysis. Submitting reports and assessments to senior Trust Management into breaches of EWTD regulations.

Issue and collate timesheet data for each medical department on an ad hoc basis.

Follow up reporting to Medical Personnel Managers, Trust Directors and Consultants on progress and results.

Attend seminars on best practise to implement solutions to breaches of EWTD guidelines.

University of Plymouth

Accounts Administrator / Graduate Recruitment Programme Administrator

November 2000 - December 2001 (1 year 2 months)

Department for Business Development, Plymouth, Devon, United Kingdom

Accounts Administrator-

Support Management accounts for the Department for Business Development.
Reconciliations.
Producing invoices.
Raising journals.
Processing staff expense claims.
Arranging and booking travel and accommodation for associates and academics.

Graduate Placement Recruitment Officer -

Liaising with South West companies and organisations along with academic mentors for the department's Graduate work placement scheme.
Advertising in university publications. Arranging graduate recruitment stands on campus.
Processing applications from graduates.
Arranging interviews for graduates.
Creating and administering databases.

Hays

Recruitment Consultant, Logistics personnel

February 2000 - November 2000 (10 months)

Maidstone, Kent, United Kingdom

Employed to launch the Permanent Recruitment desk at the newly opened Hays Logistics Personnel.

- Business Development
- Build new applicant and client database
- Prepare job advertising for various publications
- Conduct interviews of new applicants and coordinate interviews with clients
- Managing individual sales and account base, reviewing sales activity and reporting weekly to Branch and Area managers

Kimberly-Clark

Sales Administrator

August 1999 - February 2000 (7 months)

West Malling, Kent, United Kingdom

Your Move

Sales Negotiator

February 1998 - August 1999 (1 year 7 months)

Arcadia Group Ltd
Import Accounts Administrator
1996 - 1998 (2 years)

Office Partner
Sales and Accounts Administrator
1994 - 1996 (2 years)

Education

St. John Fisher R.C. Secondary School, Chatham, Kent