

MADDY LINGARD

MOBILE: +65 83967006 | EMAIL: MADDY.LINGARD@ICLOUD.COM

LINKEDIN: [WWW.LINKEDIN.COM/IN/MADELEINE-LINGARD](https://www.linkedin.com/in/MADELEINE-LINGARD)

NATIONALITY: BRITISH CITIZEN | AVAILABILITY: IMMEDIATELY AVAILABLE (VISA PERMITTING)

PROFESSIONAL SUMMARY

- Project management and programme delivery professional with 6+ years of experience across the UK telecoms sector, spanning capital infrastructure deployment at Virgin Media O2 and strategic technology transformation at nexfibre. Career trajectory includes rapid progression from Project Manager to Business Manager and PMO to the CTIO, with most recent role establishing and leading a new Customer Experience and Analytics function.
- PMP certified project and programme manager with expertise across end-to-end delivery governance, risk and change control, executive stakeholder reporting, and MS Project. Skilled in translating complex technical topics for board and shareholder audiences, with hands-on experience in data strategy, process improvement, and cross-functional programme coordination.
- Thrives in structured delivery environments while equally capable in high-ambiguity start-up settings, having built governance frameworks and high-performing teams from the ground up at nexfibre. Known for clear, confident communication across technical and non-technical audiences, strong relationship-building at all levels, and the initiative to take ownership of uncharted territory.

AREAS OF EXPERTISE

- | | | |
|-----------------------------------|---------------------------|--------------------------------------|
| • End-to-End Programme Delivery | • Strategic Planning | • Process Mapping and Optimisation |
| • Project Planning and Scheduling | • Business Target Setting | • Operational Performance Management |
| • Risk and Change Management | • Performance Tracking | • MS Project |
| • Governance Framework Design | • Data Strategy | • Microsoft Office Suite |
| | • Data Governance | |
| | • Data Visualisation | |

CAREER HISTORY

SENIOR MANAGER, CUSTOMER EXPERIENCE AND ANALYTICS | NEXFIBRE

JUL 2025 – JAN 2026

RESPONSIBILITIES:

- Established a new Customer Experience and Analytics team and business area, owning nexfibre's data strategy and managing two senior Business Intelligence Analysts.
- Centralised all existing data projects, creating a new data governance model and strategic roadmap under the title 'Data Vision'.
- Led external delivery of partner data projects, tooling implementation programmes, and nexfibre's data warehouse discovery initiative.
- Delivered regular senior management updates, tracking trends, identifying risks, and ensuring all projects remained aligned to business strategy and value commitments.
- Managed deployment of a new customer install model with a strategic partner, overseeing end-to-end process improvement and standardisation.
- Supported procurement and contract compliance for existing and new suppliers, contributing to commercial negotiations and supplier discussions.
- Partnered with external suppliers on a cloud computing solution discovery project, securing internal approval for implementation in H2 2026.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Reduced pre-install customer churn by 4% through the design and deployment of a new single-visit install model, rolled out to approximately 70% of new customers.
- Cut time to install customers by 5 days through targeted process improvement and standardisation initiatives.

- Secured approval for nexfibre's cloud computing solution following a structured external supplier discovery project, with implementation scheduled for H2 2026.

BUSINESS MANAGER & PMO TO CTIO | NEXFIBRE

MAY 2023 – JUL 2025

RESPONSIBILITIES:

- Partnered directly with the CTIO to drive strategic direction, set quarterly business targets, and ensure delivery alignment across the technology function.
- Oversaw line management of one Project Manager and matrix management of the CTIO organisation, including coordination of CTIO engagements and team activities.
- Managed a portfolio of technical delivery programmes and initiatives, driving operational excellence and cross-functional collaboration across business disciplines.
- Prepared and presented executive and shareholder materials, including nexfibre Board papers, briefings, and strategic summaries, translating complex technical topics for senior audiences.
- Designed and implemented internal and external governance frameworks, optimising structures based on feedback and managing associated organisational change.
- Took ownership of unstructured business areas with no clear accountabilities, including Health & Safety compliance, demand management, and ESG reporting.
- Presented monthly operational performance KPIs at company-wide meetings, providing senior stakeholders with structured risk and performance visibility.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Scaled the technology function from 4 to 16+ team members over two years, building governance, reporting structures, and team operating models from the ground up.
- Mobilised nexfibre's Health and Safety governance structure and supplier compliance model, standing up new monthly metric reporting and ensuring readiness for regulatory audits.
- Led the B2B programme wrapper, delivering a full programme roadmap, schedule, risk register, and governing materials to support senior management oversight of the newly mobilised initiative.
- Delivered 150+ additional supplier data points through a structured reporting project, improving network insight and analytical capability across the business.
- Designed and implemented nexfibre's Engagement Model governance structure, restructuring team accountabilities, meeting cadence, and supplier relationships, and tracked iterative improvements over 12+ months to drive measurable gains in team performance and documentation standards.
- Conducted the IT Independence discovery project, producing a detailed cost-benefit analysis of transitioning away from the managed service model, drawing on input from Engineering, IT, Operations, and external consultants; findings informed a subsequent M&A transaction.

PROJECT MANAGER | VIRGIN MEDIA O2

MAY 2021 – MAY 2023

RESPONSIBILITIES:

- Managed a concurrent portfolio of multi-million pound capital infrastructure projects deploying new fibre-optic network across the UK, accountable for delivering approximately 30,000 premises per year.
- Maintained full control of project management plans and delivery schedules using MS Project, tracking milestones, managing change, and reporting progress across multiple workstreams.
- Owned detailed risk management, change control, and governance processes, including stakeholder reporting at weekly interlocks and monthly steercos.
- Directed programme controls management with external partners and internal operational teams, applying data-driven monitoring across cost, schedule, risk, and scope.
- Mobilised a new turn-key delivery model, transitioning project assurance responsibilities and outsourcing accountabilities to trusted delivery partners.
- Defined scope for ambiguous infrastructure projects, leading delivery from initial management concepts through to full execution.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Managed a concurrent portfolio of projects with individual values ranging from £2.5m to £10m+, spanning delivery timelines of 6 months to 2+ years across multiple UK regions, with the majority delivered on time and on cost.

- Successfully migrated two construction partners to the new turn-key delivery model, achieving first-year delivery of 24,000 properties using new construction technology.
- Resolved a critical materials supply failure across multiple live projects by pooling resources across delivery partners, maintaining build continuity and avoiding an estimated £200,000 cost impact.

JUNIOR PROJECT MANAGER | VIRGIN MEDIA O2

SEP 2019 – MAY 2021

RESPONSIBILITIES:

- Governance-focused role within the regional PMO, supporting delivery confidence and performance visibility across a complex multi-partner programme.
- Established clear, executive-ready reporting frameworks that strengthened delivery confidence and supported senior decision making.
- Integrated schedules across 10+ delivery partners and 4 sub-regions into a consolidated programme view, enabling proactive risk monitoring and performance tracking.
- Produced robust, multi-year delivery forecasts and RAG-based performance tracking to advise senior stakeholders of emerging risks.
- Deployed a new department SharePoint site, improving document controls, access management, and traceability of confidential programme information.

KEY CONTRIBUTIONS & ACHIEVEMENTS:

- Recognised as Virgin Media O2 Apprentice of the Year 2021, awarded for consistent high performance and contribution to programme governance.
- Built and deployed new RAG tracking reporting to provide senior stakeholders with structured visibility of critical programme metrics, directly improving risk identification and escalation.

ADMINISTRATIVE SUPPORT | TUTOR DOCTOR CIRENCESTER

AUG 2018 – AUG 2019

SUMMER INTERN | ST JAMES'S PLACE

JUL 2018 – AUG 2018

RECOGNITION

- nexfibre Apex Award, 2025
- Virgin Media O2 Apprentice of the Year, 2021

PROFESSIONAL CERTIFICATIONS | COURSES | TRAINING

Project Management Professional (PMP), Institute of Project Management	Feb 2026
Project Management Qualification (PMQ), Association for Project Management (APM)	Jan 2021
Digital Marketing Diploma, City and Guilds	Oct 2020

EDUCATIONAL QUALIFICATIONS

3x A-Levels (A*BB) and 1x AS-Level (B), Stroud High School Sixth Form	2019
---	------

VOLUNTEERISM

- UK Youth (2025): Raised £12,000 alongside four colleagues through fundraising and participation in the London Marathon.
- Merseani Project (2023): Raised £1,500 for a volunteering trip to Kenya and Tanzania. Supported installation of a water harvesting system and solar panels at a local secondary school; participated in community outreach, delivering approximately 400kg of donations.
- Swindon Advocacy Movement (2019–2020): Volunteered in the marketing department, establishing and managing social media channels and creating the charity website.