

Isabel Albelda Ros

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IT transition and transformation **programme manager** with over seven years of experience in Service Management programmes.

My experience leading the creation and implementation of trainings, workshops and other educational materials in IBM and Kyndryl has awakened in me a profound interest in **learning and development**, where I now seek to expand my career. My transferrable skills in programme management will be well suited to this field, having facilitated and coordinated complex programmes, always looking for opportunities to help my team's productivity and success using every tool at my disposal, including coaching and Agile methodologies.

I believe in the power and potential of Personal Branding, especially as a framework for success and happiness for professionals in the workplace, and as a talent retention and development tool. That's why I offer workshops and sessions on **Personal Branding** to companies and organizations, I'm writing a practical book on the topic, and have delivered workshops and guest lectures at IBM, Kyndryl, the University of La Rioja and the University Rey Juan Carlos.

WORK EXPERIENCE

IT Transition and Transformation Project & Programme Manager

Sept 2021-Nov 2022

Kyndryl, London

T&T Service Management Workstream Lead for UK-based Consulting Company

Lead a programme made up of 12 T&T ITSM projects (including ServiceNow deployment and integrations, ITIL processes and reporting), with a team of 50 SMEs and Project Managers, and >3 million € budget. I worked closely with the engagement team to ensure the ITSM solution was sound, and continued into delivery, collaborating with the client, the BAU organization and T&T using a one-team agile approach to ensure successful delivery.

T&T Agile Coach, IBM

Jan 2020-Aug 2020

I developed and refined the agile training materials for the Service Management Squad, and created a demo board showing a mock-programme that ground the theory in clear, practical terms. Alongside a colleague, I delivered this workshop to over 80 people across multiple geographies.

IT Transition and Transformation Project & Programme Manager

Jul 2017-Aug 2021

IBM, London

Project and programme manager on Transition and Transformation (T&T) outsourcing accounts.

- Led Transition and Transformation programmes and projects with budgets up to +600.000€ and up to 15 direct reports, on deals up to >580 million €.
- Client NPS satisfaction 10/10 on several accounts; recognized by the client as a key element in turning the account around and achieving project closure on a programme 3 years overdue.
- Stakeholder Management establishing close relationships with several clients, working regularly with Heads of Incident, Head of Service Desk, etc. Specialized in improving relationships on red accounts.
- Created and delivered several trainings: Change Management process training on Three UK, reducing rejected changes by over 50%; learning session for the client on our Service Catalogue tool, resulting in 30% fewer erroneous requests by SAB Miller; created a knowledge repository to minimize expertise loss with changing resources; developed guides for on-boarding in Williams & Glyn (RBS) and SAB Miller.
- Process and system improvements on several accounts: created a tooling Service Improvement log for steady state; established a process to ensure all Project Change Requests met requirements with outcomes properly communicated to the customer (Three UK); streamlined the RFS process to ensure audit readiness (SAB Miller); Improved the Infrastructure Design and Build Management System, reducing time spent on reporting by 50% and eliminating inconsistent data reporting.
- Collaboration and communication with various internal and external suppliers, with up to 7 different suppliers per account.

Marketing Trainee

Oct 2013-Apr 2014

KaVo Dental, Madrid (Spain)

Collaborated as key user in CRM implementation (Microsoft Dynamics) and created a guide for sales reps to facilitate CRM use. Edited and created Web Content and translated specialized texts.

Human Resources Intern*Universidad Antonio de Nebrija, Madrid (Spain)*

Repositioned and managed the Nebrija Institute of Professional Competencies Online Presence Program, including the creation of web content.

Marketing Intern, *Ron Bee and Associates, San Diego*

May 2012-Jul 2012

Marketing Intern (Student Assistant), *San Diego State University*

Mar 2012-May 2012

EDUCATION

Bachelor in Business Management and Administration, Universidad Antonio de Nebrija (Madrid) 2013

Study Abroad – International Business, San Diego State University (USA) 2011-2012

Bachelor in Advertising, Universidad Antonio de Nebrija (Madrid) 2014

LANGUAGE, SKILLS & OTHER
LANGUAGE SKILLS

- Spanish (native), English (bilingual–Certificate of Proficiency in English), French (basic)

SKILLS

- Stakeholder Management
- Project/Programme Management
- Coaching
- Design Thinking
- Speaking / Presenting
- Workshop Facilitation
- Cross-functional communication

CERTIFICATIONS

- PRINCE2® Practitioner
- IBM Blue Core Coach
- IBM Recognized Speaker/Presenter
- IBM Design Thinking Practitioner
- BCS Foundation Certificate in Agile
- Mentor (IBM Badge)
- IBM Advisory Transition & Transformation Practitioner
- ITIL® Foundation certificate in IT Service Management v4
- IBM Advisory Project Manager

LEADERSHIP AND COMMUNITY SERVICE

Kyndryl Core Coaching Facilitator

2022

I co-facilitate the experiential learning programme *Kyndryl Core Coaching Foundations*, a course for those in Kyndryl that want to grow their business coaching skills, and who are looking to add to their toolbox coaching skills that will take their careers to the next level.

Mentor (IBM, Kyndryl)

2017-2022

I mentored young professionals and new Project Managers, helping them develop improvement strategies, suggesting training programs, and offering advice and guidance. Recognized with the IBM Mentor Badge.

Service Management Project Management Agile Guild Co-Lead (IBM, Kyndryl)

2020-2022

As co-lead of the T&T agile sub-guild for Service Management Project Management, I created an intellectual capital management system, and provided support to the community through multiple channels, with the objective of creating a forum for sharing knowledge, experience, and “best practice” materials.

Intercultural Ambassador Program (ISTEP and ISC, SDSU)

2012-2012

Visited San Diego public schools to help young children gain a deeper understanding of intercultural issues and relations. ISTEP provided training in public speaking, intercultural communication, and leadership development.

President of the International Student Association (SDSU)

2011- 2012

As the president of the ISA, I planned and promoted workshops, events, and meetings for more than 1,000 students, with weekly events of more than 150 participants. I regularly represented the association to students and other organizations and led an executive board of 12 members from different countries.

PERSONAL BRANDING

- Guest Lecture – Building your Personal Brand (18/02/2023, Universidad Rey Juan Carlos)
- IBM Career Corner – The Career Corner is a giveback initiative I created in 2019 focused on providing career advice, articles, workshops, and tips on achieving success within IBM and beyond. This let me bring my passion for helping others develop and my Personal Branding expertise to the wider IBM community. Within the Career Corner I organized and collaborated on several events. Key examples include:
 - Building Your Personal Brand: led a "Building Your Personal Brand" session as part of the IBM Careers Academy, where I was able to share what personal branding is with over 90 young professionals, teaching them how to identify, develop and communicate their personal brands, and helping them do this through practical exercises.
 - Online Personal Branding Workshop: created and delivered a session on Online Personal Branding for the Foundation Females Christmas Workshop, finishing with 1-2-1 LinkedIn Reviews to help attendees apply what they had learned. Trained Early Professional Managers in my personal LinkedIn review system.
 - LinkedIn 1-2-1 Reviews: In 2019 I was able to provide over 30 one-to-one individual profile review sessions. Due to the popularity of the 2019 series, in 2021 I launched a second series where I expanded capacity by training members of the IBM CareerCorner community in my personal LinkedIn review system; jointly we provided over 50 reviews to IBMers all over the world to excellent feedback.
- Dissertation – *Personal Branding for Career Advancement, a step-by-step guide for achieving success in the workplace*
- Lecture – Personal Branding: a winning job-search strategy (11/12/2014, University of la Rioja)