



## Alumni profiles



**Name:** Ann Cain

**Leaving year:** 2011

**Education/Training after St Mary's:** Studied French at the University of Birmingham

**Current role:** Service Manager, part of the Graduate Programme at Colt Technology

**Current city:** Paris

### What have you done since leaving St Mary's?

After completing my A-Levels (French, History, English Language, Biology AS Level) in Summer 2011, I went on to study French at the University of Birmingham. This was a 4 year course including a fantastic year abroad at Toulouse University. After graduating in July 2015, I was offered a job as a Graduate Consultant at a small Recruitment Firm in Birmingham city centre where I worked for 1 year. This involved interviewing people looking for jobs and liaising with local businesses in order to find the best possible fit for their job vacancy. As much as I enjoyed the responsibility and daily interaction with candidates, I was keen to work in a larger organisation in a more varied role. So I began researching alternative job options. The Colt Graduate Scheme appealed to me instantly because they were a Global Technology company offering a 3 year rotational programme (with the option to work in their international offices!) I was lucky enough to be offered a position on the scheme and began in September 2016. After my first year with the company, I applied to complete my second year rotation in their Paris offices. From October 2017 until October 2018 I will be living and working in France.

### Tell us more about your current job & role

Colt provides connectivity (network & voice services) to information-intensive businesses (basically most companies these days...) across Europe, Asia & North America. It enables the digital transformation of businesses through its cloud network. It connects over 700 data centres around the globe with over 24,500 on-net buildings and growing. Colt have been specialists in the industry for over 2 decades (celebrating their 25th birthday in 2017!)

My role as a Service Manager involves managing customer accounts and resolving any problems that arise with the Colt network that we supply to them. The role relies heavily on liaising with different teams (engineers, technicians, Service Delivery teams and customer support) to find a solution with minimal disruption to the customer.

### Best advice for current pupils at St Mary's

Just keep doing your best as no-one can ask for more than that. Work hard and be yourself and be kind to others. Try not to worry whilst at school (I still try to remind myself of this now!) and ask the teachers if you are unsure about anything. Above all, take as many opportunities to be involved in school life as possible. The seven years fly by and before you know it you will no longer see the same faces & have school support system around you day to day. So, while you can, enjoy all of the learning experiences you are offered so readily by the wonderful teachers and staff at St Mary's.