



Ramla



Learn more about Ramla's role and how she brings technology and healthcare together.



Name and job title:	Ramla Jimale, Propositions Manager
Background:	At school, I loved chemistry and biology, as these subjects allowed me to explore science with a practical application. This led me to pursue a degree in Pharmaceutical Chemistry where I learnt about the healthcare and pharmaceutical industries. However, despite my technical background, I realised I wanted to work in a more commercial job, which led me to complete a Masters in Marketing. Within my role as a Propositions Manager, I'm able to use both my business knowledge and my background in healthcare.
Tell us about your job:	A typical day can include a range of tasks, from strategy planning to working with different teams across the business to finding solutions to problems that may arise. I often speak to healthcare organisations to better understand how our products and offerings can meet their needs. To do this, I collaborate with the sales, marketing and product teams to make sure I am tailoring my knowledge to the healthcare sector. I also update our offer based on customer feedback and market trends to make sure we're prepared for future challenges. My job means I can be at the forefront of exciting innovation in a fast-moving industry, so I can enjoy working on solutions that make a meaningful impact on people's lives both now and in the future.
What skills do you use at work?	It is important to have a range of skills in my role, from strong communication and analytical skills to understand the healthcare market, to using strategic thinking and problem-solving abilities to help overcome specific challenges for healthcare organisations.
What do digital skills mean to you?	Digital skills are essential in today's workplace, particularly in a role like mine where I'm collaborating with lots of different people across an industry as diverse as healthcare. They allow me to analyse data effectively and to understand new healthcare technologies. Within my role, digital skills mean staying up-to-date with the latest innovations in healthcare to make sure our offering remains competitive within the market.





Keanu



Learn more about Keanu's role and how he got into security-focused cyber sales.



Name and job title:	Keanu Griffiths, Security Sales Specialist
Background:	My favourite subject at school was Business Studies, which equipped me with relevant knowledge for my roles in sales. I love learning about trends, setting goals and developing strategies to achieve our targets. Through the BT Graduate Account Management scheme, I have been able to learn about the importance of a strong brand presence and the ever-evolving cyber sales landscape.
Tell us about your job:	A typical day for me is busy and dynamic. I'll be doing a range of tasks aimed at driving sales and building relationships with clients. A large portion of my day consists of showing clients solutions and understanding what different clients might need. Cyber sales can be quite tricky to understand and navigate, but being able to explain complex concepts in a simple way is important to building strong relationships and helping the business grow. Working in cyber security sales within the health sector is exciting because it allows me to directly impact patient safety and care. Being part of the solution gives me a strong sense of purpose in my work.
What skills do you use at work?	I use communication, problem-solving and creative thinking on a day-to-day basis. It is super important to think on my feet in my job and have strong communication skills, as building relationships helps with increasing sales for the business and ensuring the clients are happy with our work.
What do digital skills mean to you?	Utilising digital skills means having the ability to use technology to help yourself or others perform tasks more efficiently and effectively. This could mean communicating with your team or customers online or digesting information from online sources easily.



Akshita

Learn more about Akshita's role and the work she does with cutting-edge AI technology.



Name and job title:	Akshita Gupta, Senior Manager for AI
Background:	I really enjoyed Maths and Physics in school, Maths for the thrill of solving complex problems, and Physics for revealing the secrets of how the universe works! I studied Engineering and Management at university and here I strengthened my analytical thinking skills and deepened my interest in understanding complex systems. My passion for technology has led me to explore the field of AI which has evolved into an exciting and fulfilling career.
Tell us about your job:	In my job as a Senior AI manager, I get to work with super-smart computer programmes that can think, solve problems, talk to people, and utilise tools to make work more efficient. I usually start my day by making sure all our AI projects are running smoothly. Then, I choose the best programmes, building them so they work together to fix any issues that may arise. At times it can feel like solving a puzzle, to ensure that the systems work together, learning from what has gone right or wrong. My work in AI means being at the forefront of innovation and using technology to make a real difference in the world. It's incredibly rewarding to play a role in creating solutions that help both businesses and people.
Wat skills do you use at work?	My job is quite technical, so technical coding skills are important. However, it is also important for me to have strong leadership, project management and communication skills. I have to support my team towards big goals, keep on top of deadlines, and create a positive and fun work environment for everyone to succeed.
What do digital skills mean to you?	Digital skills to me means understanding how to use technology to solve problems, from improving the experience of our customers to automating complex tasks. These skills are essential in today's world because they help to connect, innovate and improve software tools to make it easier to analyse data and build AI models. It is not just a case of knowing how to use the technology but also using it in smart and creative ways to transform industries and improve lives.

Scarlett

Learn more about Scarlett's role and how she helps bring innovative digital products to life.



Name and job title:	Scarlett Murphy, Product Manager
Background:	At school, I loved History, English, Geography, and Media. Studying these subjects helped me develop analytical thinking, an organised mind, and communication skills through written essays, as well as my understanding of people's needs and motivations. This led me to study History at University, and after I finished, I applied for the BT Strategy & Transformation Graduate Programme.
Tell us about your job:	In my role as a Product Manager, I focus on supporting the strategy, design and building of new products. I usually start my day by checking emails and messages from overnight as my team is spread across different time zones. Then, we'll have a team catch-up to make sure all our projects are running smoothly. From there, it can be a mix of meetings, planning, problem-solving, and teamwork, but every day is different! I also spend a lot of time talking with different teams like developers and designers, planning new features, and looking at user feedback to see if the products we are creating are solving the right problems for our customers. The best part of my job is being a disruptor, somebody who helps shake things up and make people's lives a little easier or more fun.
What skills do you use at work?	Being a product manager means bringing everything together, so I use a lot of key skills to align the team, keep the plan on track, and turn ideas into something real. It starts with thinking big, envisioning what the product should be and how it will improve people's lives. From there, collaboration, clear communication, and strong organisation are all really important in helping turn those original ideas into reality.
What do digital skills mean to you?	Digital skills are the tools that help me get my work done faster and smarter. Whether it's staying organised, analysing data, or communicating with my team, technology streamlines the process. Instead of slowing things down, these skills act as a shortcut to getting things done.