

STAFF PROFILE

FAST FACTS

NAME: Tiffany (Tiff for short)

EXPERTISE: Migrations specialist

JOINED STW: August 2019

DID YOU KNOW: She's originally from Ascension Island and has a degree in psychology and criminology



The gosling who came home to roost

Geese are known for their magnificent migrations. It's why the telecom migrations team at Support to Win are fondly referred to as 'the goslings' – baby geese! We caught up with a gosling who may have started out newly hatched but is now leading the way with years of hard-won expertise!

Senior migrations specialist Tiffany (Tiff) Ellick joined Support to Win in August 2019, fresh from university:

"This was only a few months before Covid. I'd just graduated from Brighton Uni living there for 4 years, and needed to come back to Fleet and find the right job with good prospects and a clear career path. Joining Support to Win was an amazing opportunity to start my career in the telecoms industry and I haven't looked back!"

Despite being a telecoms newbie, Tiff gained confidence in making the move as her father was formerly head of Cable & Wireless/Sure on Ascension Island, where Tiff grew up.

Tiff's first STW assignment was joining a major project team supporting a large service provider to transfer thousands of customers from one platform to another.

"It was straight in at the deep end, but as part of a team that I felt supported me while also giving me space to grow at my own speed. My studies were all related to psychology, which requires strong analytical skills, particularly with complex data sets. But I had no telecoms experience so had to learn everything about UCaaS/CCaaS provisioning, porting and platforms from scratch."

Tiff is among many bright recruits that have joined Support to Win without a telecoms background, and been enrolled into the 'STW Academy' with wraparound training support courtesy of sister company, Train to Win. Now, 3 years on, she's become a mentor to new

starters – showing them the ropes and encouraging them to become like her, an expert in her field.

“I’m really enjoying the coaching side of it, and can’t quite believe I’m helping others develop technical skills building and evolving UC and contact centre deployments. I love the team dynamic of working here and the sheer variety of projects makes every day different.”