



# BE YOURSELF. MAKE A DIFFERENCE

## VIDEO TRANSCRIPT

### **JULIE LIVE SUPPORT MANAGER**

So I first joined Accenture in 2004 and I did my industrial placement year here, following my graduation, I came back in 2006 and I've been here ever since. I'm actually a Live Support Manager now so I don't actually code anymore

*Caption: Code Clubs*

But we did do C++, a bit of C# and mainly SQL and we were working in UNIX environment. My job entails making sure we have a fully functionalised service, so should any live service go down for example, I would be the first point of contact to see what's going on to see what we need to do to get it back up and running.

*Caption: Part of 50 Delivery Centres Worldwide*

Because I've grown with the business I understand all the levels that come with it. And I think that experience absolutely helped me in my current role to understand what to do and the timescales behind it.

*Caption: Keeping Fit. Work/Life Balance.  
People Management*

Outside of work I love to go to the gym, I cycle, I did the Coast to Castles with my sister and a couple of my friends. But this year there's about 21 people from Accenture doing it in June.

*Caption: 3 days' paid charity leave a year*

Cycling from Edinburgh down to Newcastle (about 200 miles over 3 days) – that's going to be really interesting! My team, a lot of them have worked together for a long, long time, so we gel very well together. There is always committed, but equally we do work hard – but there's always time for a prank or 2!