

# JAMIE WADE

## ACCOUNT MANAGER

I work with large water companies, where we deliver managed connectivity services, devices and smart metering infrastructure. What we do transforms our customers' capability to manage their own customer-side consumption, as well as saving millions of litres of water in the UK every single day, through effective leakage detection.

I studied for a Master's degree in Mechanical Engineering at university, specialising in sustainable energy systems. I was drawn to Arqiva because it offered both the chance to work on programmes which would have a tangible impact on our environment, as well as a graduate scheme which would support me to develop swiftly.

I joined in 2015, progressing over time into different Change and Programme management roles, before joining the Commercial team as an Account Manager in 2021.

I play an important role in growing our business and protecting our brand by being accountable for building and maintaining excellent customer relationships; ensuring that their evolving needs are met.

This means working with any number of different teams across Arqiva to ensure that customer requirements are communicated and understood, and that the delivery of products and services, and any changes to these requested by customers, are always on track.

I also collaborate with Product Managers to showcase new innovations to customers, and work closely with my team to deliver continuous improvement. A growth mindset and a desire to innovate is essential to what we do and for me, that means not being afraid to challenge the status quo.

I've had opportunity after opportunity to learn and make a real impact; taking on significant responsibilities and leading multi-million pound programmes which have delivered long-lasting benefits to Arqiva, and our customers.

The support and guidance that I've received along the way from leaders, line managers, my teammates, and fellow graduate scheme participants, has been fantastic.

People here are friendly, collaborative, and focused on delivering for our customers, not just muddling through. It's one of the best things about working at Arqiva and I'm proud to be a part of it.

