

**Chapter 34 Risk Management  
Career Chatroom Career Profile**

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**Q What do you do at work?**

**A** I manage large software projects from their inception until they are finished, what we term “go-live.” The types of companies that are implementing our software include insurance companies, large organizations that have chosen to be self-insured, and companies that act as administrators for a collection of companies that are all insured together.

**Q What was your first job in marketing?**

**A** My first job was working at a technical support helpdesk. At this job, I responded to phone and email inquiries regarding software support and connectivity issues. This position was fundamental in developing basic communication skills and problem resolution and troubleshooting abilities. I also learned the value of owning a problem from the beginning to the end. It taught me to put the client relationship first. That still helps me today.

**Q What skills are most important to you?**

**A** Communication skills are the most important skills to me as a project manager. It is critical to be sure that the project is completed within the right time frame and within budget. There are times when you have to manage to that budget and to that scope. Whether working with internal resources (people at my company) or clients, it is essential to communicate effectively to be successful in managing projects. Influencing without authority is an important communication skill. When motivating project team members and client resources, it is vital to have buy-in on accomplishing the overall project goals.

**Q What is your key to success?**

**A** My key to success is dedication and hard work. I am committed to my clients and team members, and will go to any length to support them. This type of commitment fosters trust in relationships, which is paramount to being successful.