

**Alsuin joined Menzies in 1998, straight from Edinburgh Napier University, where she studied Commerce. Her long career on the IT Service desk has seen her progress to a number of senior roles. In 2022 Alsuin embarked on a course of online training and virtual workshops towards a level 3 diploma in management, which she has recently completed.**



developing a  
talented workforce

# *Alsuin Ormiston*

SENIOR IT SERVICE DESK ANALYST



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I didn't start out looking for an IT career, since I didn't really have a tech background, but I've always enjoyed being creative. Logistics gave me the opportunity to use that side of my brain to help solve urgent operational problems and IT has been at the heart of those solutions.

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I was more inclined towards the marketing or even creative elements of my degree when studying commerce at university, rather than going down the business or finance route.

I was attracted to Menzies by the opportunity to make a valued contribution very quickly and to think on my feet in a fast moving environment. Adding communications skills and even diplomatic abilities to my IT services roles over the years has been very useful and their importance has been reinforced by my recent more formal training in management.

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**It's never too late in your career and you're never too senior for further training or study to enhance your performance.**



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Taking a step back from my role and some time out to have two kids has definitely given me some perspective. I think I gained many skills during that break which I have brought back to work, particularly to the managing part of my job. Multitasking and developing a form of sixth sense are probably at the forefront of that new skill set. They helped me to balance the demands of a pressurised day-to-day function with part-time study and training.

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**There's a lot of energy and drive in our company and elsewhere in the logistics industry at present.**

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**How the industry works and what it needs to work are both changing rapidly.**

**The tech aspects of running a major logistics operator are central to how it responds to customers' changing needs.**

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Anyone joining the logistics sector now will be training for a career at the sharp end of a supply chain undergoing enormous transformation. It's an exciting time to be involved.

*Alsuin Ormiston*

Senior IT Service Desk Analyst

