

Case Study: Groundswell Inc. – AgilePM® Training Success Story

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Chrissy Randolph

Customer Support Manager
Groundswell Inc.

Why?

Chrissy Randolph, a Customer Support Manager at Groundswell Inc., had long **aimed to develop her skills in Agile project management**. When her organisation offered the opportunity to undertake **AgilePM®** training, she took it immediately, viewing it as a key step toward strengthening her expertise and preparing for future career opportunities.

Solution

Chrissy completed the **AgilePM® Foundation and Practitioner** course through **The Knowledge Academy**, booked by her organisation. The training provided a clear and structured introduction to Agile project management, giving her practical tools and approaches to support adaptive and effective delivery in her role.

Experience

Chrissy described the training as **exceptional**. She rated it **10 out of 10**, sharing high praise for her trainer, Simon, whom she described as remarkable, personable, and an absolute pleasure to learn from. She felt that he exceeded expectations not only in his teaching ability but also through his positive, supportive presence throughout the training.

Outcome

The training gave Chrissy a deeper understanding of Agile principles and boosted her confidence in applying these techniques professionally. She hopes the qualification will **support her future career transition and enhance her credibility** within her organisation and the wider industry.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Managed smoothly by organisation

Client Testimonial



Chrissy Randolph 

Customer Support Manager, Groundswell Inc.



“Simon was exceptional, and the knowledge I gained was invaluable. His engaging style and deep expertise made the entire experience inspiring. I am truly grateful for the opportunity, and this training has strengthened my confidence to pursue future career transition and enhance my credibility.”