



douglas.macnaughton@gmail.com  
www.dmconsultancyservice.com

# DOUGLAS MACNAUGHTON

07850 775 310

<https://www.linkedin.com/in/douglasmacnaughton/>



## ABOUT ME

Confident and self-motivated with a real focus on results. Quick thinking and thrives in a fast paced, ever-changing environment. Complete Customer focus on everything I do. Career spent in the digital/SaaS space with a strong track record of success, but also 100% open to learning new skills and facing new challenges. Excellent communicator: the glue that holds projects together and the energy that pushes them forwards. Works collaboratively and exceptional at building relationships. Very organised and demonstrable attention to detail. Passionate about solving problems and delivering solutions.

## CAREER HISTORY



**Lloyds Banking Group** – September 2022 to March 2024  
**LSC Service (Diligenta for Scottish Widows)** - October 2023 to March 2024

Maintaining financial data, business support for complex cases & escalations. Quality focus, customer centric & care of vulnerable customers

**Collections (FirstSource for Black Horse)** – September 2022 to July 2023  
Supporting vulnerable customers in arrears. Implementing recovery plans and return to financial health. Assessing fraud and compliance risks



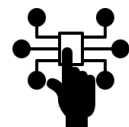
**Standard Life/Phoenix Group**– November 2021 to May 2022 (Contract)  
**Change Manager**

Leading Business Readiness for diverse projects including outbound communications, new telephony setups, new product propositions and a wide range of service enhancements through stakeholder engagement, risk management and regulatory controls



**Sainsbury's Bank** – Feb 2021 to October 2021 (temporary)  
**Business Support Analyst**

Loan corrections post migration from Lloyds. Logging work requests. Data entry with 100% accuracy. Distributing work amongst team



**DM Consultancy Services** – April 2020 to Present  
**Founder**

Offering my experience and that of others for a variety of services. Hoping to utilise a wide array of connections to provide the best bespoke service possible, tailored to individual needs & help with COVID recovery. [Click here to visit the site for more info](#)



**COVID 19** –changed everything



**Connect Assist** – July 2018 to April 2020  
**Digital Project Manager**

Delivering a wide range of digital projects on time, under budget & high quality. Ranging across sectors. Securing & managing development resource. Building requirements and ensuring robust change request process to manage scope. [Click here for a project portfolio](#)



**TSB** – May 2018 to July 2018 (temporary)  
**Team Manager**

Managing Customer Service teams of 15 FTE. Duties including KPI delivery, Coaching and Development, Quality Assessment and HR P&P. Ensuring a culture of openness, EI and CSIP



**Trainline**– Nov 2008 to March 2018  
**Senior Service Manager** – March 2017 to March 2018

Designed, built, trained, implemented and tracked results/ROI on an ITIL service desk & service structure to address key issues, change requests & pain points. [Click here for a summary of the project](#)

**Customer Relations Manager** – Nov 2008 to March 2017

Transformed the culture, approach and output of Trainline's Customer Relations function. CSIP methodology and enhanced support including legal, PR, watchdogs, Social Media, CEO and Industry relations. [Click here for more detail](#)



**Vertex** – Jan 2003 to Nov 2008

**Section Manager** – Sep 2004 to Nov 2008

Overall responsible for managing BPO campaigns for a variety of high profile contracts with a focus on high performance & quality as well as budget & WFM. [For more detail click here](#)

**Team Manager** – April 2003 to September 2004

Managing Customer Service teams of up to 15 FTE. Duties including KPI delivery, Coaching and Development, Quality Assessment and HR P&P. Ensuring a culture of openness, EI and CSIP

**Customer Service Advisor** – Jan 2003 to April 2003

Ensure conversion rate achieved. Quality targets exceeded. Floorwalking/supporting others. Achieved AHT/ACW targets. Adhere to schedule. Suggest process improvements

**Scottish & Newcastle** – Oct 2000 to Dec 2002

**Deputy Manager**

Manage a 350 seat restaurant. Audit/control wet & dry stock. Recruitment. Business development. Quality monitoring & staff training

**University of Edinburgh** – Sep 1996 to Sep 2000

Biological Science (Degree)

## MY SKILLS



VISIT MY SITE



<https://dmconsultancyservice.com/>



douglas.macnaughton@gmail.com



[www.dmconsultancyservice.com](http://www.dmconsultancyservice.com)

**DOUGLAS MACNAUGHTON**

07850 775 310

<https://www.linkedin.com/in/douglasmacnaughton/>

