

Alan Dunbar

Client-Facing Technology, Data, Change & Transformation Delivery | Data Governance

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Website Optimized CV - Full contact details available on request via the links above

SUMMARY

Delivery Manager with 14 years' experience leading cross-functional change, process improvement, and data-led delivery across complex operational environments. Strong track record of improving quality, efficiency, and control through workflow redesign, KPI frameworks, dashboard implementation, and practical stakeholder management – including reducing defects by 70%, freeing up 15+ hours per week, and helping avoid over £2m in potential regulatory penalties.

Brings hands-on experience delivering systems, data, and AI-enabled improvement work in client-facing and stakeholder-led environments, with a solid grounding in Agile and Waterfall delivery, requirements gathering, UAT, SDLC support, and risk and dependency management. Comfortable working across multidisciplinary teams and translating operational needs into structured delivery outcomes for technology and transformation programmes.

KEY CAREER ACHIEVEMENTS & IMPACT

Delivery Improvement & Process Optimisation

Led delivery improvement initiatives to redesign and automate key campaign and data workflows using AI-enabled tools, reducing processing defects by 70% and releasing 15 hours per week for analysis and higher-value delivery activity.

Team Leadership, Delivery Support & Stakeholder Management

Guided and developed a five-person analyst team to deliver national rollout campaigns with 100% data validity and on-time delivery, while embedding stronger governance, collaboration, accountability, and continuous improvement practices.

Data, Reporting & Decision Support

Introduced Tableau, Power BI and SAP dashboards and performance frameworks that gave senior leaders a single, trusted view of operational and financial performance, supporting faster, evidence-based decisions.

Change Delivery, Governance & Transformation

Coordinated 10 phased system migrations, including Adobe Campaign, by mapping processes, clarifying requirements, managing change impacts, and supporting users through new ways of working across multiple delivery workstreams.

CORE COMPETENCIES & TECHNICAL SKILLS

Delivery Leadership & Operational Improvement:

Agile & Waterfall Delivery, Scope, Schedule & Delivery Planning, Stakeholder & Team Leadership, Risk, Dependencies & RAID Management, Continuous Improvement & Operational Excellence, Business Process Mapping & Workflow Design, Client-Facing Delivery & Operational Control, Collaboration & Accountability

Systems Delivery, Change & Business Analysis:

Requirements Gathering & Change Control, UAT, Defect Resolution & Go-Live Support, SDLC Support & Delivery Coordination, Systems Change & Release Support, CRM, ERP & Campaign Operations, Data Governance & Quality Controls, Adobe Campaign, Tallyman ERP & Oracle PeopleSoft, Software, Data & Systems Change

Reporting, Insight & Decision Support:

Dashboard Design & Performance Reporting, Tableau, Power BI & SAP, Data Modelling, Analysis & Insight, Executive Reporting & Decision Support

Governance, Methods & Delivery Tools:

Scrum, Kanban & Phased Delivery, Change Management (Kotter, ADKAR), Data Governance Frameworks (DAMA-DMBOK), Confluence, Delivery Documentation & Lessons Learned

PROFESSIONAL EXPERIENCE

Career Sabbatical & Professional Upskilling

Edinburgh, United Kingdom

01/2024 - Present

- Took a planned career break following a fixed-term contract, combining international travel with structured upskilling for delivery and continuous improvement roles.
- Strengthened capability in AI-enabled workflows, data compliance, KPI architecture, and automated performance metric design.
- Completed formal study in Agile, Quality Management, and AI Engineering to support modern delivery and data-led transformation work.

Data Manager (Campaign Delivery, Data Operations & Compliance) (FTC)

Edinburgh, United Kingdom

People's Postcode Lottery Ltd

11/2022 - 01/2024

National Charity Administration & Lottery Campaign Management

- Raised delivery quality by redesigning and automating campaign and data workflows with AI-enabled tools, cutting processing defects by 70% in a complex, compliance-led environment.
- Freed up 15+ hours per week for planning, analysis, and stakeholder support by standardising workflows, removing low-value manual effort, and improving operational control.
- Improved process efficiency by 25% and strengthened team capability by building a standardised training framework aligned to continuous improvement and data governance principles.
- De-risked 10 phased Adobe Campaign migrations by mapping current-state processes, defining improved workflows, clarifying business and technical requirements, and coordinating change across multiple delivery workstreams.
- Strengthened delivery oversight for senior stakeholders by producing roadmaps, KPIs, and variance reporting that highlighted dependencies, bottlenecks, and corrective actions across phased workstreams.

PROFESSIONAL EXPERIENCE

Senior Change, Delivery & Performance Officer (FTC)

Edinburgh, United Kingdom

[City Of Edinburgh Council](#)

10/2021 - 11/2022

Data Performance & Business Planning for Local Government

- Supported delivery of a revised performance framework by defining five public policy benchmarks and aligned measures, strengthening data collection and performance management.
- Worked with service leads to turn reporting and process improvement needs into clear requirements for SAP, Tableau, and Power BI solutions, supporting prioritisation, schedule control, and delivery decisions in a client-facing public sector environment.
- Rolled out SAP, Tableau, and Power BI dashboards that gave managers and directors a trusted view of operational and financial performance, reducing manual reporting and supporting faster decisions.
- Applied structured change management to embed new measures, dashboards, and processes, aligning stakeholders on benefits, responsibilities, and follow-up actions across multidisciplinary teams.

Census Enumerator (Temporary Position)

Edinburgh, United Kingdom

[National Records Scotland](#)

08/2021 - 09/2021

National Records of Scotland and Census Administration

- Participated in stress testing of city routes within an eight-person team to confirm operational readiness for the 2022 Census.
- Conducted field audits at 100+ locations to identify environmental risks and support more efficient route planning and resource allocation.

Data Compliance Manager

Bellshill, United Kingdom

[GEOAmey PECS Ltd](#)

09/2019 - 03/2020

SCCPEC Compliance for GEO Group & Scottish Prison Service

- Improved process efficiency by 25% by coaching analysts and administration staff to identify operational gaps, remove waste, and implement corrective actions.
- Standardised compliance protocols and data capture across 17 prisons and 60 custody suites, improving reporting consistency and operational control.
- Strengthened delivery visibility for regional managers by leading the move from legacy systems to modern MIS and Power BI reporting.
- Mapped processes and identified delivery risks, translating findings into clearer KPIs and tighter performance tracking.

Career Sabbatical & Independent Development

Glasgow, United Kingdom

[Career Sabbatical](#)

06/2017 - 09/2019

Planned career break focused on personal management and independent professional development following a long-term tenure at Three UK.

- Undertook independent research and planning to refocus long-term career direction.
- Managed relocation and professional repositioning during a planned transition period.

Channel Operations Analyst

Glasgow, United Kingdom

[Three UK Ltd.](#)

09/2013 - 06/2017

Major Mobile Service Provider

- Helped avoid potential penalties exceeding £2m by maintaining OFCOM and GDPR compliance through robust controls, quality checks, and governance of outbound activity.
- Boosted operational efficiency by 40% as SME for a new multi-channel CRM, defining requirements, leading UAT, resolving critical defects, and supporting go-live within the SDLC across business and technology teams.
- Supported rollout of a new CRM for 300+ offshore agents by designing training, process guides, and feedback loops that improved adoption, strengthened onboarding, and reduced error rates.
- Reduced OPEX by an estimated 15% by building recovery frameworks and automated controls using SAS Analytics.

Other roles held:

Glasgow, United Kingdom

[Three UK Ltd.](#)

06/2003 - 09/2013

Major Mobile Service Provider

- **Collections Systems Analyst:** Back-end systems administration, dialler monitoring, and data support (2009–2013).
- **Fraud Operations Analyst:** Customer support and fraud analysis across impersonation and network fraud cases (2006–2009).
- **Customer Options Associate:** Account, billing, technical support, and upselling responsibilities (2003–2006).

RECENT COURSE STUDIES

[AI Engineering Core Track: LLM, RAG, QLoRA, APIs | Ligency \(2025–Present\)](#)

[ISO 9001:2015 QMS System Auditor | Rigcert \(2025–Present\)](#)

[Cert. Performance Management \(CPMP\) | KPI Mega Library \(2025\)](#)

[The Agile Coach Fundamentals | The BA Guide \(2025\)](#)

[Cert. Key Performance Indicators Professional \(CKPIP\) | Udemy \(2024\)](#)

[Certified Balanced Scorecard Professional \(CBSCP\) | Udemy \(2024\)](#)