

Alan Walter Gallagher

Bristol, United Kingdom

alanwgallagher1@gmail.com

www.alanwpgallagher.info

- An experienced, multi-skilled administrator and operations professional with over 20 years' experience across healthcare, information security administration, IT technical support, legal administration, and regulated operational environments.
- A respected and reliable operator with a hands-on approach and experience coordinating workflows across teams and functions. Highly organised, pragmatic, and clear in communication, with a strong record of operational support, project coordination, analysis, and governance-driven work.

EXPERIENCE

September 2024 – Present

Administrator / Operations Support

North Bristol NHS Trust (UK)

- Providing administrative and operational support across *Cardiac Testing, Infection Prevention & Control, and Tissue Viability* services within a large acute NHS Trust.
- Supporting high-volume, time-critical workflows including referrals, test scheduling, results handling, reporting, and governance documentation.
- Assisting IPC and Tissue Viability teams with audit preparation, data collation, reporting, and compliance with national and local clinical governance requirements.
- Managing confidential patient and staff information in accordance with NHS information governance, data protection, and clinical safety standards.
- Acting as a liaison point between clinical teams, operational managers, and external stakeholders to ensure continuity of service delivery.
- Contributing to process improvement, document standardisation, and operational resilience within resource-constrained healthcare environments.

July 2023 – July 2024

Customer Experience Specialist

Motability Operations (UK)

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- Servicing all aspects of vehicle, powered wheelchair, and scooter leases for clients with complex needs relating to disability.
- Managing lease administration including billing, renewals, extensions, early terminations, and complaint resolution.
- Liaising with scheme partners and external authorities as required.

December 2022 – July 2023

Sales Administrator

Revival Solutions t/a South West Truck & Van (UK)

- Managing vehicle sales administration from order to supply.
- Supporting reporting, invoicing, purchase orders, logistics, and compliance documentation.
- Ensuring ISO and Health & Safety standards were maintained.

March 2019 – April 2022

Business Analyst / Associate Technical Support Analyst

Optum (Ireland / UK) Ltd

- Managing procurement, logistics, forecasting, inventory, and lifecycle management of desktop hardware across UnitedHealth Group.
- Supporting large-scale projects including Brexit transition planning and pandemic-driven remote working for a global workforce.
- Developing reports, documentation, and processes supporting business-as-usual and specialist initiatives.
- Engaging stakeholders at all levels, including executive offices and global vendors.

December 2016 – March 2019

Senior Technical Support Specialist

Optum (Ireland) Ltd

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- Managing hardware product portfolios using PADU methodology.
- Handling exception requests through ServiceNow and Ariba, collaborating with Engineering, Security, and ISO teams.
- Leading process improvements, documentation updates, and product recertification.

October 2012 – June 2016

Information Security Associate – Operations Representative

Pramerica Systems (Ireland) Ltd

- Providing Tier I and II access management and information security administration across multiple enterprise platforms.
- Supporting ISO-aligned governance, role-based access controls, recertification, and reporting.
- Contributing to Office 365 transition projects and operational leadership activities.

EARLIER CAREER (SUMMARY)

1999 – 2012 | UK & Ireland

Roles in telecommunications, hospitality supervision, legal claims administration, and technical operations including T-Mobile, Linlithgow Hotel Co Ltd, Blue Arrow, and D.A.S Group Ltd.

EDUCATION

Lockleaze Secondary School / Speedwell Secondary School

- 5 GCSEs including Maths and English Language at grade C and above.
- AS-Levels: French, English, Sociology.

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SKILLS

- Collaboration, teamwork, and leadership
 - Supply Chain & Logistics
 - Project Coordination & Operational Decision Making
 - Information Security Administration
 - Communication & Interpersonal Skills
 - Desktop Hardware & Software Management
 - Troubleshooting & Technical Support
 - Office 365, ServiceNow, Ariba, Mainframe, Active Directory, Tableau
 - Business Administration and Customer Service
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Activities

- Active learner and regular user of languages including Irish, French, and German.
- Long-standing involvement in parish life within my church, including regular volunteering in practical, educational, and administrative roles.
- Maintains a productive home garden with a focus on seasonal food growing and long-term sustainability.
- Experienced long-distance walker, having completed routes including the Via Francigena and other pilgrimage paths.
- Builds and maintains small websites as a structured hobby, including an ongoing 'WayLight project', focused on clarity, accessibility, and low-complexity design.