

ALAN WALTER GALLAGHER

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Business & Technical Operations Support

Service Operations • Technical Liaison • Process Improvement
• IT Governance • Stakeholder Coordination

AWG

operations • systems • delivery

PROFESSIONAL PROFILE

Business and technical operations professional with over 20 years of experience across IT services, information security administration, healthcare, customer operations, legal administration and regulated service environments. Strong background working between technical teams, managers, vendors and operational users to keep work moving, clarify requirements, resolve service issues, improve documentation and support practical delivery.

Comfortable working between people, systems and decisions, translating detail into clear action and follow-through.

KEY SKILLS

- Business and technical liaison between managers, vendors, technical teams and operational users
- Service operations, workflow coordination, delivery support and stakeholder follow-through
- IT service support, access management, information security administration and audit-ready records
- Hardware lifecycle coordination, procurement, logistics, forecasting and inventory support
- Process improvement, documentation, reporting, governance support and operational control
- Office 365, ServiceNow, Ariba, Active Directory, Tableau, reporting tools and structured digital workflows
- Practical use of AI-assisted tools for drafting, analysis and workflow organisation, with human review and judgement

PROFESSIONAL EXPERIENCE

Band 4 Administrator & Operations Support | *North Bristol NHS Trust, United Kingdom* | September 2024 - Present

- Support operational delivery across Cardiac Testing, Infection Prevention & Control and Tissue Viability services within a large acute healthcare environment.
- Coordinate time-sensitive workflows, records, referrals, scheduling, results handling, reporting and governance documentation across pressured services.
- Handle confidential patient and staff information in line with NHS information governance, data protection and clinical safety standards.
- Liaise between clinical teams, managers and external contacts to support continuity of service, escalation and follow-through.
- Contribute to process improvement, document standardisation and more resilient administrative workflows.

Customer Experience Specialist | *Motability Operations, United Kingdom* | July 2023 - July 2024

- Managed end-to-end lease administration for vehicles, powered wheelchairs and scooters, supporting customers with complex needs.
- Handled billing, renewals, extensions, early terminations and complaint resolution with a strong focus on accuracy, service quality and customer outcomes.
- Liaised with scheme partners and external authorities to resolve case issues and keep customers informed in a regulated, customer-sensitive environment.

Sales Administrator | *Revival Solutions t/a South West Truck & Van, United Kingdom* | December 2022 - July 2023

- Supported vehicle sales administration from order through to supply, including reporting, invoicing, purchase orders, logistics records and compliance documentation.
- Coordinated between sales, operations, customers and suppliers to maintain accurate records, timely delivery and ISO / health and safety standards.

Business Analyst / Associate Technical Support Analyst | *Optum, Ireland / United Kingdom* | March 2019 - April 2022

- Coordinated desktop hardware procurement, logistics, forecasting, inventory and lifecycle activity across a large global organisation.
- Acted as a business and technical liaison between operational users, technical teams, vendors and management to resolve service, supply and process issues.
- Supported major business-change activity including Brexit transition planning and pandemic-driven remote-working deployment.
- Produced reports, documentation and process updates to support business-as-usual operations, specialist initiatives and operational decision-making.

- Worked with executive offices, global vendors and internal service teams to coordinate exceptions, priorities and workable actions.

Senior Technical Support Specialist | *Optum, Ireland* | December 2016 - March 2019

- Managed hardware product portfolios using PADU methodology and handled exception requests through ServiceNow and Ariba.
- Collaborated with Engineering, Security and ISO teams on governance, approvals, documentation and product recertification.
- Led process improvements, documentation updates and operational refinements to improve consistency, service reliability and decision records.

Information Security Associate - Operations Representative | *Pramerica Systems, Ireland* | October 2012 - June 2016

- Delivered Tier I and Tier II access-management and information-security administration across enterprise platforms.
- Supported role-based access controls, recertification activity, operational reporting and ISO-aligned governance requirements.
- Worked between users, technical teams and operational leads to resolve access, compliance and service issues, including Office 365 transition support.
- Maintained accurate records and audit-ready documentation in a regulated technology environment.

EARLIER CAREER

United Kingdom & Ireland | 1999 - 2012. Earlier roles across telecommunications, hospitality supervision, legal claims administration, the Civil Service and technical operations, including T-Mobile, Linlithgow Hotel Co Ltd, Blue Arrow and D.A.S. Group Ltd. Built a broad operational foundation in customer service, administration, technical support, legal process, team supervision and practical service delivery.

WORKING APPROACH

I am useful where there is a bit of mess to sort out: unclear processes, competing priorities, technical detail that needs translating, or work that needs a proper trail of actions, owners and decisions. My usual approach is to clarify the problem, understand the workflow, separate facts from assumptions, create the record or tracker needed, and keep the right people moving in the same direction.

EDUCATION

- Lockleaze Secondary School / Speedwell Secondary School - 5 GCSEs including Maths and English Language at grade C and above

ADDITIONAL INFORMATION

- Active learner of Irish and Spanish.
- Builds and maintains small websites and digital resources focused on clarity, accessibility and practical usefulness.
- Interested in practical household resilience, home growing, cooking, budgeting and low-waste living.
- Long-standing involvement in parish and community life, including practical, educational and administrative volunteering.
- Maintains an interest in digital tools, structured content systems, AI-assisted productivity and low-complexity web design.