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AWG

operations • systems •
delivery

Technology Operations | Programme Coordination | Governance

PROFESSIONAL PROFILE

Operations professional with experience in enterprise IT, information security, business change and public-sector governance. At Optum, part of UnitedHealth Group, I reviewed and approved hardware products across international operations, working with Engineering teams on device suitability, technical requirements and local availability. I established PADU, a structured approach to classifying hardware, and worked through international sourcing challenges during Brexit and the COVID-19 pandemic.

I now work in Democratic Services at the West of England Combined Authority, maintaining decision records, supporting formal decision processes and liaising with project teams. Earlier work includes enterprise access management, NHS administration and regulated customer services.

KEY EXPERIENCE

- International hardware assessment, product approval and technical governance
- Enterprise sourcing, procurement, inventory, forecasting and hardware lifecycle coordination
- Business change, international supplier liaison and operational problem-solving
- Information security, enterprise access controls, recertification and documentation
- Decision registers, Officer Decision Notices, governance administration and programme liaison
- Microsoft 365, SharePoint, ServiceNow, Ariba, Active Directory, Tableau and technical reporting

PROFESSIONAL EXPERIENCE

Programme Coordinator — Democratic Services | *West of England Combined Authority, Bristol* | August 2026 – Present

- Maintain decision registers and related records, supporting accurate and traceable information about formal decisions and actions.
- Support Officer Decision Notice (ODN) processes and the administration and tracking of decision-related documentation.
- Liaise with project and service teams to clarify requirements, obtain papers and supporting information, and progress matters through established governance arrangements.
- Support coordination of papers, records, correspondence and follow-up actions; identify discrepancies or missing information and raise them through the appropriate channels.

Band 4 Administrator and Operations Support | *North Bristol NHS Trust, Bristol* | September 2024 – July 2026

- Coordinated referrals, appointments, records, results and administrative workflows across Cardiac Testing, Infection Prevention and Control, and Tissue Viability.
- Managed time-sensitive information and maintained accurate records in a regulated clinical environment.
- Liaised with clinical teams, managers, patients and external contacts to resolve administrative issues and progress outstanding matters.
- Handled confidential patient and staff information in accordance with NHS information-governance requirements; supported consistent administrative documentation.

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

- Managed lease administration for vehicles, powered wheelchairs and scooters, including renewals, extensions and early terminations.
- Investigated billing queries, complaints and contractual issues, liaising with customers, scheme partners and external organisations in a regulated service.

Sales Administrator | *Revival Solutions t/a South West Truck & Van* | December 2022 – July 2023

- Coordinated commercial vehicle orders, purchase orders, invoicing, logistics records, and customer and supplier liaison.
- Maintained operational and compliance documentation, including records associated with ISO-aligned and health and safety procedures.

Held successive technical operations roles between December 2016 and April 2022, with responsibilities spanning hardware product assessment and approval, procurement, sourcing, service processes and international operational coordination.

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

- Coordinated hardware procurement, sourcing, forecasting, inventory, logistics and lifecycle requirements across a multinational organisation.
- Worked through changes to sourcing arrangements and cross-border supply requirements arising from Brexit, coordinating with suppliers and operational teams.
- Supported international hardware sourcing and distribution during COVID-19, when remote-working requirements coincided with severe stock shortages and restricted warehouse availability.
- Coordinated across suppliers, technical, procurement and operational teams in different countries to resolve equipment shortages, exceptions and delivery difficulties.
- Produced operational reporting, documentation and updates; liaised with executive offices and global vendors on service and supply issues.

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

- Reviewed and approved hardware device options for use across UnitedHealth Group operations, including the United States, Canada, the United Kingdom, Ireland, Australia, EMEA and South America.
- Established Project PADU (Preferred, Acceptable, Discouraged, Unacceptable), a device classification framework for assessing technical capability, usability and suitability for organisational needs.
- Worked with Engineering teams to evaluate products available in different markets, apply device classifications and assess exceptions to hardware requirements.
- Coordinated technical and procurement-related exceptions through ServiceNow and Ariba; worked with Security and ISO teams on approvals and product recertification.

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

- Provided Tier I and Tier II enterprise access-management support, including user-access administration and role-based controls.
- Supported access recertification, established authorisation procedures and information-security governance requirements.
- Investigated access issues with users and technical colleagues; maintained documentation for operational reporting, audit and compliance.
- Supported enterprise technology change, including Office 365 transition activity.

EARLIER PROFESSIONAL EXPERIENCE

United Kingdom and Ireland | 1999–2012. Roles in telecommunications, legal claims administration, the Civil Service, hospitality supervision, customer services and technical operations. Employers included T-Mobile, D.A.S. Group Ltd, Blue Arrow and Linlithgow Hotel Co Ltd.

INDEPENDENT DIGITAL WORK

Develop and maintain websites and digital resources, including my professional portfolio and Waylight Atlantic. Independently explore AI-assisted approaches to research, document preparation, information analysis, decision records, source references and structured workflows. These are personal projects rather than formal employment responsibilities.

TECHNICAL EXPERIENCE

Microsoft 365, SharePoint, Excel, Active Directory, ServiceNow, Ariba, Tableau; hardware assessment, sourcing, inventory and lifecycle coordination; GitHub, Visual Studio Code, HTML/CSS, static website management and AI-assisted research and drafting tools.

EDUCATION

Five GCSEs at grade C or above, including English Language and Mathematics. Lockleaze Secondary School / Speedwell Secondary School.

ADDITIONAL INFORMATION

Long-standing parish and community involvement, including practical, educational and administrative volunteering. Continuing independent learning in digital systems, technology and languages, including Irish and Spanish.