

# Alison McCallum

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## **DATA ANALYSIS / PROCESS EXPERT/ WEB DEVELOPER**

A data analysis and business process expert, currently developing expertise in full stack web development. Considerable experience leading and developing small teams of data analysts to drive the improvement of end to end customer journeys whilst enhancing business processes. Skilled project manager with a Six Sigma greenbelt qualification having expertly implemented new business initiatives utilising this knowledge and experience. Strong organisational skills and highly motivated to effectively deliver projects through to conclusion.

## **AREAS OF EXPERTISE**

### **Project Management**

- Implemented the principles of Lean Six Sigma to deliver a variety of process improvement projects.
- Assisted in the management of a major project to centralise core operational processes, and transition individual contracts into a centralised operations/call centre. Improved a number of contracts to ensure they were operating to standardised and streamlined business processes.
- Worked alongside IS delivery and test teams to implement new live debt processes, such as those to support prepayment SMART meter roll-out.
- Led and delivered a project to automate a regulatory process that was previously carried out via a manual spreadsheet system. Successfully completed and outsourced this work-thread which resulted in an overall FTE reduction and subsequent cost saving.
- Created and published process maps utilising Microsoft Visio.

### **Data/Business Analysis and Improvement**

- Held responsibility for a variety of operational processes within the prepayment meter customer journey, including customer acquisitions, losses and those with an outstanding balance. Extensive data analysis experience utilising internal business systems and Microsoft packages such as Excel, Access and Visio. This positively informed decision-making and drove continuous process improvement within these business streams.
- Experienced with assisting IS to create and review test scripts for system changes, which resulted in the successful implementation of improvements to business systems.
- Produced operational, performance and financial reporting across relevant business areas.

## **Stakeholder Management**

- Worked closely with outsourced teams to ensure that the specific work-threads were completed accurately, within the correct timescales and adhered to contract obligations.
- Produced summaries of analysis and presented complex information in a simple and effective manner to a wide range of audiences, including senior management and external stakeholders.

## **People Management**

- Effectively managed a small high-performing team of team of data analysts, focusing on individual performance/targets, development, coaching and succession planning.
- Trained new employees on enhanced business processes and systems.
- Organised the end-to-end recruitment campaign for junior analysts within the team.

## **Wider Team Collaboration**

- Keen advocate of Employee Engagement and led a group of employee reps to gather the team's perspective, and then implement engagement improvements such as a mentor schemes, team days and social gatherings.
- Actively organised and participated in annual corporate social responsibility days with other team members.

## **EMPLOYMENT HISTORY**

- |                            |                              |                      |
|----------------------------|------------------------------|----------------------|
| – Centrica                 | Operations and Strategy Lead | Apr 2013 Dec 2019    |
| – Centrica                 | Process Analyst              | June 2010 – Apr 2013 |
| – Balfour Beatty Workplace | Management Trainee           | Sept 07 – June 2010  |

## **EDUCATION AND TRAINING**

- Full stack web development course - Part-time  
Code Institute (Jan 2020 to date)
- Greenbelt Six Sigma Award (2009)  
Awarded whilst employed at Balfour Beatty Workplace
- Hospitality Management (baHons) - 1<sup>st</sup> Class Degree  
Napier University (2003-2007)