

Duncan Alexander Bell

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Senior Solutions Consultant | Technical Product Owner

KEY EXPERIENCE

- IT services professional with extensive experience across a variety of global financial services industries (Mobile & Online Banking, Hedge Fund, Investment Banking, Corporate Insurance).
- Extensive contemporary experience (9 years) as a Solutions Consultant (Pre-sales and Professional Services) working with many of the largest US banks and credit unions in the area of mobile and online banking. Initiated and provided subject matter expert knowledge for over 100 bespoke projects serving tens of millions of US banking users.
- Consistent track record of success translating business needs into business deliveries for tier one financial clients, supported by a strong foundation of business analysis, product ownership, project management, development management, and development, honed through years of delivery.
- As a result of continuous exposure to emerging technologies and integrations, recognized as a rapid learner who eagerly embraces new challenges.

AT A GLANCE

Roles

Solutions Consultant (Presales and Professional Services) | Product Owner (Technical) | Project Manager | Business Analyst | Development Manager | Developer

Key Skills

Solutions Consulting and Consultative Selling | Requirements Gathering | Technical Business Analysis | Product Strategy & Backlog Management | Stakeholder Management | Client Strategic Planning and Presentations | Oral and Written Communication | Legal Documentation | Project Estimation and Staff Plan Construction | Opportunity Analysis | Revenue Projection | Line Management

PROFILE

Throughout my career, I've played a crucial role in translating user requirements into actionable solutions. Over time, I've weaved this into different elements of the delivery process: developing software, both independently and as a development team lead, project managing software delivery projects, technical business analysis, product ownership, and most recently, as a Solutions Consultant (covering pre-sales and professional services).

As a Solution Consultant, I've refined my capacity to work closely with clients and cross-functional teams in various corporate environments. I've taken the lead in project initiation, shaping and defining requirements, estimating delivery effort, creating legal documentation, and offering subject matter expertise to support delivery teams and clients. As a result, I've contributed considerably to revenue generation and successful project outcomes, receiving special recognition for my efforts on multiple occasions.

I'm now seeking a fresh challenge, and I'm open to opportunities in solution consulting, pre-sales, product management, or delivery management.

I'm cognizant of the transformational effect that AI is having and will continue to have on businesses and I am actively upskilling in this area through certifications and training from both a technical and business perspective.

Having achieved success in various financial services industries, I eagerly anticipate the next chapter in my career.

EXPERIENCE

Apr 2015 – May 2024 Senior Solutions Consultant

Fiserv: Digital Channels Solution Consulting, New Zealand

Responsibilities:

- As the senior solutions consultant (Presales and Professional Services) covering Fiserv's mobile and online banking 'Licensed' (fully customizable) business in both the US and Asia, my primary responsibilities encompassed shaping a financial institution's request into a professional services project, working with clients, sales and account management, product teams, and professional services delivery teams. This entailed:
 - Client strategic consultation, demos, and requirements analysis.
 - Technical analysis of custom requirements and REST APIs (leveraging my technical background).
 - Estimation and staff plan construction (using a self-developed toolset, in use at Fiserv for eight years) for standalone projects and in support of dedicated teams.
 - Statement of Work and Master Agreement authorship (with experience of Licensed, Managed Infrastructure Service, SaaS, and ASP models).
 - Pipeline resourcing tracking, initial timeline alignment, and project team handover.
 - Opportunity analysis and revenue projection.
 - In-project senior technical business analysis and subject matter expertise consultancy – especially for 'Discovery' type projects with the outcome being further estimation and legal collateral.
 - Line management for two junior solution consultants.
- Additionally, fulfilled many duties of an online and mobile banking Product Manager following Fiserv's disestablishment of dedicated roles for these duties in 2021, leveraging prior technical product owner experience.

Achievements:

- Initiated over a hundred bespoke mobile and banking projects with a total value in the tens of millions of USD and for a collective user base of tens of millions across the world, for national and regional US, Canadian, and Asia Pacific financial institutions, through shaping client and Fiserv-internal requests into professional services projects.
- Developed subject matter expertise in numerous areas of mobile and online banking, including authentication, payments, external transfers, remote deposit capture, marketing messaging, card services, ATM and location services, credit checking, partner offers, chat integration, banking alerts, and single sign-ons to third parties.
- Worked closely with various Fiserv product teams, leveraging technical and product ownership background to contribute to online and mobile product backlog prioritization, and coordinating cross-client initiatives (i.e. Apple application mandate compliance, staying current with service packs, or cross-selling functional items to different clients).
- Acted as a keen advocate for incorporating lessons learnt into future estimation and projects, enhancing delivery processes within the professional services team and divisional project management operations group.
- From 2023, took on 'go to market', estimation, and legal collateral authorship activities for a new Fiserv online and mobile banking product in the Asia Pacific region, utilizing a fully modern tech stack including Microsoft Azure hosting, CI/CD, microservices architecture, with native and responsive-web apps.
- Received an 'Account Management Partner of the Year' award in 2021, 'exceeded expectations' in 2021 and 2022, and my time in this role was covered by retention deals on two occasions.

2013 – 2015 Senior Project Manager | Business Analyst

Fiserv: Professional Services IT, New Zealand

- Undertook project management and business analysis for bespoke professional services mobile banking implementations utilizing Fiserv's flagship fully customizable 'Mobiliti' product, consisting of native applications, mobile optimized web applications, SMS Banking, Alerting, and web-based management tools.
- Managed development teams in New Zealand and Costa Rica, and worked with Fiserv in the US to deliver projects to client (US and Canadian financial institutions) satisfaction, utilizing a largely waterfall development methodology with agile elements such as daily stand-up meetings and compartmentalization of dev tasks into 'sprints'.
- Collaborated with technical and non-technical stakeholders effectively through leveraging my technical background, contributing to technical design documentation, client-facing functional specifications, and legal collateral (i.e. Change Orders).
- Additionally, during this period:
 - Contributed to the improvement of project delivery collateral such as status reports and resource utilization tracking.
 - Enhanced delivery by mapping product backlog items to technical tasks, and providing feedback on product defects to the Product team.

2011 – 2012 Business Analyst | IT Merger Strategy Consultant
Man Group (Hedge fund manager): Product Operations IT, Switzerland

2008 – 2011 Business Analyst | Technical Product Owner
Man Group: Product Operations IT, Switzerland

- Business Analyst embedded in an agile development team developing the golden source system of Nav per Share price and market data, with stakeholders in Switzerland and London. Business analysis discipline included user stories, specifications, product backlog maintenance, agile metrics, stakeholder management, reporting and prioritization.
- Expanded into a wider technical product owner role, being the point of contact for all IT and business teams, release planning and communication, ownership of disaster recovery plans, audit points, and the system as a whole.
- Upon the merger of Man Group with (hedge fund) GLG Partners, shifted focus to lead analysis and technical sponsorship of consolidated hedge fund process across Product Operations Technology, leading to the retirement of legacy products and launch of new and enhanced combined financial products, all on time and without issue.

2007 – 2008 Project Manager | Business Analyst
Barclays Capital (Investment bank): Prime Services IT, UK

2004 – 2007 Development Manager | Business Analyst
Barclays Capital: Prime Services IT, UK

2000 – 2004 Analyst | Programmer
Barclays Capital: Operations IT, UK

- Led business analysis, technical design, implementation, and later served as the development team lead and manager for four individuals for the 'CVaR' (Credit Value at Risk) application, utilizing Visual Basic, SQL Server, and web components. CVaR managed the risk generation, management and reporting for hedge fund portfolios trading through Barclays Capital through the usage of a historical simulation based VaR calculator, for a Front Office user base.
- Spearheaded the expansion of the team to accommodate the introduction of a progressive successor to CVaR, and established a third workstream to focus on designing the new system. As the leader of this workstream, I hired a manager to oversee the business-as-usual (BAU) streams, and provided project team and line management lead for my team of six developers. Despite completing the design and core components for the new system just before the onset of the Global Financial Crisis, the subsequent funding freeze hindered further progress.

1996 – 2000 Analyst | Programmer
Limit (Lloyds of London insurance underwriter): IT Department, UK

- Lloyds of London underwriting agency reinsurance data entry and reporting business system development, using Visual Basic, custom written Active X DLLs and form controls, and SQL Server.
- Developed and managed company intranet site.

CERTIFICATIONS

May 2024: Microsoft Azure AI Fundamentals Certification (928 of 1000 score)

June 2024: Microsoft Applied Skills – Create an intelligent document processing solution with Azure AI Document Intelligence

June 2024: Microsoft Applied Skills – Build a natural language processing solution with Azure AI Language

June to July 2024: University of Oxford – Artificial Intelligence Programme (In Progress)

EDUCATION

BSc (Hons) Computer Science (Software Engineering)
University of Hertfordshire (UK)
2:1 (Second class honours, upper division)

INTERESTS AND ACTIVITIES

- Music – As a youngster I was a chorister at Hereford Cathedral in England and nowadays retain my musical interest by composing music.
- Sports – I am an enthusiastic but disappointingly average skier and tennis player.