

# **Declan Hughes**

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## **Profile**

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Declan is an operations-focused analyst with experience improving processes and delivery in consulting and technology-focused companies. He brings a practical, data-led approach to understanding how work actually gets done and turning insight into changes that teams can adopt and sustain. He works confidently across disciplines, communicates clearly, and is comfortable taking ownership of complex operational problems.

## **Qualifications**

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- **BEng (Hons) Mechanical Engineering, 2:1** - University of Warwick (2018–2021)
- **PRINCE2® Foundation** (2023)
- **APM Project Management Qualification** (2022)
- **A Levels (AAB) - Maths, Economics, Physics** - Harlington Upper School (2016–2018)

## **Work History**

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### **Rio AI - Sustainability Analyst - June 2025 - Present**

Operate and improve day-to-day client workflows for a sustainability SaaS startup, supporting clients from onboarding through to business-as-usual operations, ensuring smooth delivery and continuous improvement.

- Develop a deep understanding of the platform's data model, logic, and edge cases to diagnose issues, improve platform quality, and support accurate client-facing outcomes.
- Own operational processing of high-volume sustainability data, using advanced Excel to clean, transform, and validate inputs for reporting.
- Identify recurring data and workflow issues through quality assurance, feeding insights into improved internal processes, documentation, and guidance.
- Work directly with clients to understand operational challenges, clarify requirements, and resolve issues quickly without escalation.
- Produce clear, standardised documentation and training materials to improve consistency across accounts and reduce repeat queries.
- Collaborate closely with product, engineering, and delivery teams to resolve issues quickly and improve platform usability.

**PA Consulting - Business Transformation Analyst - September 2022 - September 2024:**

Delivered large-scale transformation programmes across public sector, defence, and energy clients, with a focus on operational delivery, process design, and coordination across complex stakeholder environments.

- Helped redesign and implement operating models for major organisations, ensuring readiness for time-critical go-lives and a smooth transition into business-as-usual.
- Developed and maintained key delivery artefacts such as assurance frameworks, implementation plans, governance packs, and guidance to track progress, risks, and dependencies and support adoption of new ways of working.
- Facilitated workshops and interviews to surface operational blockers, align priorities, and define current- and future-state processes.
- Coordinated multi-disciplinary teams and external partners, keeping workstreams aligned and ensuring deliverables landed on time.
- Managed project plans, reporting cycles, and financial tracking to support senior decision-making and programme control.
- Conducted structured market, competitor, and technical analysis to inform strategy, bids, and delivery recommendations.

**Skills and Tools:**

- **Operations & Process:** Workflow design, process mapping, quality assurance, operational delivery, continuous improvement.
- **Analysis & Data:** Excel (advanced), data validation, reporting, operational metrics, structured analysis.
- **Delivery & Coordination:** Cross-functional collaboration, stakeholder workshops, implementation planning, go-live readiness, programme support.
- **Systems & Tools:** SaaS platforms, CRM systems, documentation standards, MS Project.
- **Communication:** Client-facing delivery, documentation, and training materials.

**Additional experience:**

- **Customer Service Assistant - Costa Coffee (2021–2022):** Worked in a fast-paced retail environment, managing daily operations, handling customer issues, and maintaining high standards under pressure.
- **Assistant Teacher - STEM Internship (Summer 2019):** Supported maths and science teaching, coordinated activities, and managed diverse groups of students.