Steven DUNCAN

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Executive Summary:
As a seasoned IT Project Manager, I bring a wealth of experience with a technical background and proficiency in traditional hardware and cloud-based technologies. I have successfully managed and delivered over 20 large-scale IT projects, many with budgets exceeding £1M, leading multi-skilled teams of 20+ onshore and offshore resources in the private and public sectors.

Career Highlights:
⇨ Project Management for Batch Scheduling Service Migration: Led the rebuilding and migration of the critical batch scheduling service for a bank client. This initiative resulted in operational cost savings of over £1 million following a successful transition to the new strategic data centre.
⇨ Data Centre Migration Program: As a Project Manager, orchestrated the migration of multiple servers and services from end-of-life DMZ hardware to new virtual, software-defined infrastructure. This strategic move led to cost savings of at least £1 million.
⇨ Infrastructure Delivery Management for Mobile Bank Branches: In the role of Infrastructure Delivery Manager (IDM), managed the delivery of the infrastructure build required for new national mobile bank branches as part of a more extensive Bank Branch Review programme. This initiative led to a reduction in operational costs by approximately £2.5 million.

Career Experience:
Client: Tesco Bank (Edinburgh, Scotland)
Assignment: Senior Project Manager
Dates: February 2022 --> December 2023
Objective: As part of the Data Centre Migration Programme, I was responsible for migrating the Bank's critical Batch Scheduling Service to the new strategic Data Centre to produce cost savings of at least £1 million. The migration process involved replacing servers and upgrading operating systems, application stacks, and databases.
Resources: 19 months, >£1m, 12 SMEs and working with third-party supplier – Broadcom.
• In charge of scheduling and managing the migration of a critical service from Development, Test, and Production environments to the new Data Centre.
• Managed the allocation of onshore and offshore-based resources.
• Working with the network team to ensure all new NSX firewall rules are in place to allow the application to continue functioning across the LAN/WAN infrastructure between the new data centres, connecting to AWS remote locations and the legacy Data centres.
• Attended regular management meetings where I updated business stakeholders on project milestones and maintained the Risk register.
• Completed the final handover to Business as usual.

Result: Contributed to reducing operational costs by more than £1m.

Client: VMWare (Staines-Upon-Thames, England)
Assignment: Senior Project Manager
Dates: February 2021 --> January 2022
Objective: To achieve cost savings of at least £1m, schedule the migration of servers and services from end-of-life DMZ hardware to new virtual, software-defined infrastructure as part of the Legacy Migration Programme.
Resources: 11 months, £1m, 8 SMEs and additional consultancy provided by VMWare.
• In charge of scheduling a large-scale redeployment project involving multiple servers and platforms across development, testing, and production environments.
• Organised separate workshops for technical and business-oriented stakeholders.
• Managed the allocation of resources, including onshore and offshore teams.
• Collaborated with the in-house network team to ensure uninterrupted network LAN/WAN connectivity post-migration.
• Actively participated in management meetings to inform business stakeholders of the project's progress, milestones, and risks.
• Oversaw the handover of business-as-usual documentation and created a Lesson Learned report to assist in future project rollouts.

Result: Contributed to the reduction in operational costs by c. £1m.

Client: Royal Bank of Scotland (Edinburgh, Scotland)
Assignment: Infrastructure Project Manager
Dates: September 2018 --> January 2020
Objective: To help achieve at least £500k in operational cost savings as part of the Automation Programme.
Resources: 16 months, £1m+, 10 SMEs and additional consultancy provided by IBM.

• Led the creation of a virtual deployment in multiple servers and platforms across development, test, and production environments.
• Developed the requirements for the network firewall setup.
• Managed the allocation of technical resources across the UK and offshore locations.
• Actively participated in management meetings, keeping business stakeholders updated on the project's progress, milestones, and risks.
• Completed the final production handover to the Business-as-usual team.

Result: Contributed to the reduction in operational costs by c. £500k.

Client: Lloyds Banking Group (Edinburgh, Scotland)
Assignment: Project Manager
Dates: March 2018 --> July 2018
Objective: As part of the Technology Resilience Programme, identify Bank systems that third-party vendors no longer support.
Resources: 4 months, £120k, 3 SME (Business Analysts)

• Responsible for reviewing a project that was behind schedule and creating a new timeline for it.
• Reviewed legacy bank systems to confirm the availability of third-party support.
• Highlighted the systems that the bank could upgrade or may require replacement in the future.
• Created new procedures to manage the Resilience Tracking Process.

Result: Prepared the analysis to assist in future reductions in operational costs.

Client: Lloyds Banking Group (Edinburgh, Scotland)
Assignment: Infrastructure Delivery Manager (PM)
Dates: May 2016 --> March 2018
Objective: To reduce operational costs by at least £2M as part of the Bank Branch Review Programme.
Resources: 22 months, 15 SME (Technical Specialist, BA), additional consultancy provided by BT and Vodafone.

• Responsible for managing the IT infrastructure build used in the new mobile van bank branches.
• Established working relationships with business stakeholders, agreeing on project milestones and managing risks.
• Controlling budgets for internal resources and third-party goods and services.
• Provided 3rd-level technical support during the warranty period, including UK-wide site visits.
• Hosted regular workshops to update the business stakeholders and attended daily and weekly management meetings to provide the latest MI reports.

Result: Assisted in the reduction of operational costs by approx. £2.5M.

Client: Lloyds Banking Group (Edinburgh, Scotland)
Assignment: Infrastructure Delivery Manager (PM)
Dates: November 2014 --> May 2016
Objective: To minimise future operational risk of FCA fines as part of the Customer PPI Repayment Program.
Resources: 18 months, £5m+, 20 SMEs, and working with consultants provided by KPMG and BT.

• Member of the core team responsible for developing the PPI remediation and reporting system.
• Managed the project infrastructure budget.
• Oversaw the creation of the IT infrastructure for the three new UK call centres and provided technical support during the warranty period.
• Worked closely with the in-house Technical, Network teams, and the third-party suppliers based in the UK and Offshore.
• Attended regular meetings and workshops to provide updates to relevant business stakeholders.

Result: Completed the program, reducing the operational risk of receiving additional penalties.

Client: Lloyds Banking Group (Edinburgh, Scotland)
Assignment: Infrastructure Delivery Manager (PM)
Dates: May 2013 --> November 2014
Objective: To reduce operational costs by approximately £1 million as part of a joint venture to update the ATM hardware.
Resources: 18 months, £1M, 10 SMEs and additional assistance from partners, BT and Securicor

- Managed the budget and resource time for Technical Teams.
- Built working relationships with business stakeholders.
- Provided on-site technical support during ATM installations at the customer supermarket sites.

Result: Working with the partner project teams reduced operational costs by c. £1M.

Client: Royal Bank of Scotland (Edinburgh, Scotland)
Assignment: Project Manager / Project Lead
Dates: September 2011 --> May 2013
Objective: To reduce operational costs by approximately £2 million as part of the Amstelveen Data Centre Exit Program.
Resources: 20 months, £2M, 10 to 20 team members.

- I led a team of ten IT engineers with diverse skills and oversaw their work to ensure smooth migration process that did not impact the business users.
- I audited and prepared Windows servers for migration, ensuring that the process was seamless and efficient.
- I provided assistance in relocating the legacy infrastructure to the new UK-based data centres, making sure that everything was set up correctly.
- I mentored and provided leadership for international support groups tasked with resolving application defects, ensuring that they could work together effectively to achieve their goals.

Result: Contributed to the operational cost reductions by around £2M.

Client: Historical
Assignment: Various
Dates: May 1996 --> September 2011

- Systems Consultant - Royal Bank of Scotland, Edinburgh
- Infrastructure Consultant - NHS Greater Glasgow, Glasgow.
- Systems Consultant - Barclays Wealth, Glasgow.
- Systems Consultant - Capito / Dell, Glasgow.
- Migration Specialist / Project Manager - National Australia Group, Glasgow.
- Exchange Consultant - Directline (Royal Bank of Scotland), Glasgow.
- Exchange Engineer - SAIC / BP – Los Angeles & New Jersey, USA.
- Software Engineer - Compaq Computers, Glasgow.
- Email Specialist - Origin IT Systems, Eindhoven, the Netherlands.
- Email Administrator - SAIC / BP, Aberdeen & Bogota, Colombia

Professional Development:
Prince II Practitioner
Microsoft Certified Systems Engineer

Additional Information:
I have completed various technical assignments Worldwide (the UK, the Netherlands, the USA and Columbia) in multiple sectors, including Financial Services, Oil, Education and the NHS.

Prince2 accredited Project Manager with a pragmatic understanding of its principles in reporting and management of resources, finances, third-party suppliers and stakeholders.

I am a Microsoft MCSE consultant with recognised knowledge of Windows Server Infrastructure Migrations and Upgrades.
Core competencies: Agile | Scrum | Waterfall | Project Management | IT Transformation | IT System Migration | Costing & Budgeting | Project Scheduling | Resource Mobilisation | Strategic Planning & Evaluation | Profit & Loss Management | Partnership & Relationship Building | Stakeholder Management | Staff Training & Leadership | MS Office | Excel | Word | PowerPoint | MS Project | SQL

Testimonials:
"Steven has consistently proven himself to be professional, focused and knowledgeable in any role he has undertaken.
I have worked with Steven in technical and project management roles across various technologies and scenarios, and he has excelled in all areas.
He has demonstrated an ability to pick up technical concepts and translate them to stakeholders, similarly communicating business requirements to a specialised audience.
Steven is continually working to build good relationships and camaraderie, but at the same time, he can lead a team by example and demonstrate success.
As a leader, Steven can prioritise the customer requirements and balance the needs and capabilities of his team, a challenging skill.
I would have no hesitation working with Steven again, and I look forward to doing so soon."
Mark Dawson (Various Assignments - Various Clients)

"I cannot recommend him highly enough.
He is a very persistent and knowledgeable technical consultant with great enterprise-level experience.
He has excellent infrastructure design and project skills that delivered the many multiple pieces of work assigned to him on time and to a very high standard.
Steven stays calm, even under pressure, and is always approachable and friendly.
I would have no issues recommending Steven to any other IT organisation and would employ him again if the opportunity arose."
David Green (Infrastructure Architect - NHSGGC)

"Steven's work was professional, technically superior and delivered in a pleasant, helpful manner.
He inspired trust in his work by the client and provided help and assistance far beyond his original remit."
Martin Kerr (Programme Manager - Capito)

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