

Dan Manning

Enterprise AI Transformation Leader | Applied AI | Agentic Workflows | Productivity Automation

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EXECUTIVE PROFILE

Enterprise AI and technology transformation leader with 20 years of experience designing, building and delivering business-critical platforms across AWS, public sector, financial services, telecommunications, insurance and enterprise environments. Specialises in applied AI, agentic workflows, knowledge management, conversational AI, AI-assisted software delivery and enterprise productivity transformation.

Proven track record taking AI initiatives from concept to production, including business case development, executive stakeholder engagement, funding support, governance, security and privacy reviews, delivery leadership and scaled adoption. Recent achievements include delivering an award-recognised agentic AI specialist teammate and enterprise knowledge platform now serving 5,000+ users, handling 44% of specialist questions, and scheduled to scale to 30,000 users from June 2026.

Experienced in applying modern AI productivity tooling including Kiro, Claude Code, Amazon Quick and Amazon Quick Desktop to accelerate software development, spec-driven delivery, research, analysis, documentation, prototyping, workflow automation and personal productivity.

SELECTED IMPACT

- Conceived and delivered an award-recognised agentic AI specialist teammate and enterprise knowledge platform, now serving 5,000+ users and handling 44% of specialist questions, with rollout scheduled to scale to 30,000 users from June 2026.
- Awarded "Agent Innovator" for creative development of agentic AI capabilities to solve business problems.
- Supported business case development and executive presentations that helped secure engineering investment for strategic AI initiatives.
- Led cross-functional delivery across engineering, product, UX, security, privacy and business stakeholders to move AI initiatives from concept into production.
- Provided specialist architecture support on enterprise digital transformation opportunities worth circa \$100M across financial services, telecommunications and insurance.
- Recognised with a People Pillar Award for contribution to people, culture, enablement and team development.
- Independently drove Amazon Connect audio optimisation for Citrix from PoC to GA, helping unblock migrations for tens of thousands of contact centre agents.
- Architected an award-winning AI-enabled COVID-19 VoiceBot for a UK Government body, enabling automated triage, agent deflection and prioritisation of high-risk callers.

CORE CAPABILITIES

Enterprise AI Transformation: AI strategy, business case development, stakeholder alignment, productivity transformation, process automation, operational improvement, executive engagement, scaled adoption, value-led use case prioritisation.

Applied AI & Agentic Systems: Generative AI, RAG, agentic workflows, conversational AI, AI-powered knowledge systems, speech-to-speech AI, AI-assisted productivity, confidence scoring, human-in-the-loop grounding, knowledge gap analysis, responsible AI practices.

AI Productivity & Co-worker Tooling: Kiro, Claude Code, Amazon Quick, Amazon Quick Desktop, spec-driven development, AI-assisted engineering, research acceleration, workflow automation, documentation support, prototyping acceleration.

Technology Leadership & Delivery: Enterprise architecture, solution architecture, cloud architecture, software engineering, serverless, CI/CD, AWS CDK, Python, TypeScript, React, WebRTC, security reviews, privacy assessments, technical governance and cross-functional leadership.

PROFESSIONAL EXPERIENCE

Senior Applied AI Specialist Solutions Architect | Amazon Web Services | Dec 2024 - Present

Leading the design and delivery of applied AI solutions for enterprise customers, focused on knowledge management, conversational AI, agentic workflows, AI-assisted engineering, productivity transformation and customer engagement.

- Conceived, shaped and built an award-recognised agentic AI specialist teammate and enterprise knowledge platform from concept through to production; serving 30,000+ users and handling 44% of specialist questions.
- Recognised with an "Agent Innovator" award for creative deployment of agentic AI capabilities to solve business problems, following strong adoption and measurable engagement growth across specialist, account team, partner and customer workflows.
- Embedded specialist reasoning into customer, generalist account team and partner workflows, enabling technical and business guidance on demand through a composable agentic knowledge solution.
- Supported the business case and executive presentations that helped secure engineering investment, aligning technical opportunity with measurable business value, specialist productivity and organisational transformation outcomes.
- Led cross-functional collaboration across engineering, UX, product, security, privacy and business stakeholders to progress the platform through design, governance, phased rollout and adoption.
- Designed the platform using RAG, agentic workflows, confidence scoring, knowledge-gap analysis, PII protection and human-in-the-loop knowledge grounding to improve accuracy, trust and responsible usage.
- Embedded AI co-worker tools into daily delivery workflows, using Kiro for agentic spec-driven development, Claude Code for AI-assisted engineering, and Amazon Quick / Amazon Quick Desktop for research, analysis, documentation and workflow productivity.
- Built AI-powered training and certification programmes using generative AI and subject matter expert grounding, enabling customers and partners globally to become self-sufficient.
- Built a real-time conversational speech-to-speech AI demo for a major industry keynote, using Python, React, WebRTC voice, background noise suppression and intelligent queueing for 1,000+ concurrent users.

- Provide specialist architecture support on enterprise digital transformations representing circa \$100M in active opportunities across financial services, telecommunications and insurance.
- Deliver executive briefings, conference sessions, customer workshops and hands-on enablement to help organisations understand and adopt applied AI responsibly.
- Mentor colleagues and customers on AI architecture patterns, knowledge grounding, AI-assisted development, responsible AI, enterprise adoption and delivery approaches; recognised with a People Pillar Award for people, culture and enablement.

Scaling Specialist Solutions Architect - Customer Experience | Amazon Web Services | Jan 2023 - Dec 2024

Led enterprise customer engagement transformation initiatives, helping large organisations modernise contact centre platforms, accelerate migration, improve adoption and increase ROI.

- Scaled Amazon Connect migrations for enterprise customers by building PoCs, unblocking migration challenges, increasing adoption and driving product enhancements through to general availability.
- Recognised within AWS as the VDI SME for Amazon Connect, independently driving Amazon Connect audio optimisation for Citrix from PoC to GA.
- Helped unblock migration for tens of thousands of contact centre agents by removing technical blockers.
- Created the Customer Experience Centre of Excellence framework, helping customers understand the people, processes, governance and delivery capabilities needed to build successful customer engagement practices.
- Delivered customer enablement immersion days, enabling organisations to build, configure and deploy cloud contact centre capabilities by the end of a single day.
- Trusted advisor to customers and internal teams, influencing roadmap decisions, adoption strategy and architectural direction.
- Delivered public speaking engagements including AWS London Summit, EMEA Innovate and Service Desk Institute; achieved the highest CSAT score within EMEA for an AWS London Summit speaking session.

Specialist Solutions Architect - Customer Experience | Amazon Web Services | Jun 2021 - Jan 2023

- Consulted with stakeholders at all levels to uncover operational challenges and design practical architectures using Amazon Connect, Amazon Lex and wider AWS services.
- Designed and developed features for a React customer demonstration platform, reducing time to demonstration while incorporating the latest Amazon Connect capabilities.
- Delivered contact centre modernisation immersion days and developed technical workshop content enabling hands-on customer learning and real-world solution design.

Digital Solution Architect | Capgemini | Jan 2019 - Jun 2021

- Lead architect for an AI Voice Bot for NHS 24, providing automated COVID-19 clinical triage for the “worried well” and prioritising high-risk callers to clinical agents.
- The COVID-19 triage solution enabled agent deflection, improved caller routing and contributed to Capgemini winning the AWS Partner Award 2020 for “Most Customer Obsessed Mission Based Win” in EMEA.
- AI and cloud contact centre SME for a North American large-scale contact centre replacement programme, migrating from legacy infrastructure to a cloud-native, AI-enabled Salesforce-integrated platform.
- Lead Integration Architect for one of the UK’s largest Government contact centre replacement programmes, responsible for integrating six SaaS providers into a best-of-breed architecture.
- Owned solution architecture for multi-million-pound cloud contact centre proposals incorporating conversational AI, speech analytics, intelligent routing and automation.

Delivery Solution Architect / Cloud Development Team Lead | HM Revenue & Customs | Sep 2017 - Jan 2019

- Lead Architect for a cloud-based developer environment within the Securing Our Technical Future programme, using AWS WorkSpaces, custom service request systems, automation and self-service capabilities.
- Owned technical governance, supplier collaboration, problem management, strategy development and solution design documentation.
- Technical Lead for a cloud collaboration service comprising .NET web applications, Microsoft Dynamics and SharePoint; provided technical direction, code reviews, DevOps guidance, Agile coaching and team development.

EARLIER CAREER

Development Team Lead, Zonal Retail Data Systems | Jan 2016 - Aug 2017: Led development for the LiveRES product, managing delivery, integrations and team development; delivered API and third-party integration capabilities supporting major customer wins including PizzaExpress and The Restaurant Group.

Solutions Developer, One Stop Stores Ltd | Mar 2015 - Jan 2016: Introduced development standards and Agile ways of working; led business system upgrades and developed retail, reporting, service management and integration solutions.

Business System Specialist, The Wrekin Housing Trust | Oct 2010 - Feb 2015: Developed business-critical applications, reporting and process automation solutions including repairs portals, financial reporting and KPI-focused operational tools.

Web Developer, Shrewsbury College of Arts & Technology | Nov 2006 - Oct 2010: Developed web applications, reporting solutions and SharePoint intranet capabilities supporting teaching, learning and operations.

GOVERNANCE & VOLUNTARY LEADERSHIP

Parent Governor & Linked Governor for Computing & Online Safety | St. Peter’s CE Primary School & Nursery | Mar 2023 - Present

Provide strategic oversight and challenge on computing, technology and digital learning as part of the school Governing Board; contribute to school vision, policy development, financial oversight, educational performance monitoring and stakeholder engagement.

EDUCATION, CERTIFICATIONS & RECOGNITION

BSc 2:1 Hons, Applied Computing - Staffordshire University

Training & Certifications: AWS Machine Learning University training: Agentic AI Programme (Essentials, Coding with Agents, Multi-Agent Collaboration, Context Management); Responsible AI (Transparency, Governance, Security & Privacy); Multimodal Applications; Bedrock Agents; Prompt Engineering & LLM Evaluation; LangChain; ML for Leaders: Generative AI. Amazon Connect Solutions Training - Technical; Amazon Connect Developer; Amazon Connect

Communication Specialist; AWS Professional Services: Building a Contact Center using AWS. Microsoft 20533:
Implementing Azure Infrastructure Solutions

Awards: AWS Agent Innovator Award 26 - Creative development of agentic AI capabilities to solve business problems;
AWS People Pillar Award 25 - contribution to people, culture, enablement and team development;