

Shaun Dicker

Delivery Lead, Programme Manager

Johannesburg, South Africa (remote-friendly, UK hours)

SUMMARY

Delivery Lead with **25+ years** shipping software for blue-chip enterprises, including PMO leadership of **~50 concurrent projects** and **11 project managers**. My last **four years** were at Equal Experts: three embedded as Delivery Lead at the John Lewis Partnership, then an internal tour as Head of Consulting. A structured, systems-minded leader who brings order to complex delivery: clear ownership, steady cadence, and teams that trust each other and ship. A developer's foundation, fluent enough to interrogate architecture and data design, disciplined enough to leave decisions with the experts who own them. I have woven AI into my daily work, steering agents and building my own tools to research, draft, analyse and report. **PMI-PMP, PMI-ACP, PRINCE2.**

LEADERSHIP & DELIVERY SKILLS

Delivery Leadership • Servant Leadership • Agile & Lean (Scrum, Kanban, Flight Levels) • Multi-Supplier & Hybrid Teams • Stakeholder Alignment (Product, Tech, Business) • Risk & Delivery Assurance • Flow Metrics & Adaptive Planning • Team Health & Psychological Safety • AI-Infused Delivery & Agentic Workflows • Capability Building & Cross-Skilling • Systems & Operating-Model Design

EDUCATION

Bachelor of Business Administration (BBA), Cum Laude—MANCOSA, 2025.

WORK EXPERIENCE

Head of Consulting, Equal Experts, Johannesburg

May 2025 to Jul 2026

(Equal Experts is a global network of 4,000+ technologists averaging 18 years' experience, delivering digital products to blue-chip clients across retail, financial services and humanitarian sectors, including John Lewis, AXA and Médecins Sans Frontières.)

A "tour of duty" leadership role, run as an experiment to scale the South African business unit. Reported to the Business Unit Lead, dotted line to the Chief Expertise Officer.

- Owned the onboarding, probation and pastoral-care workstreams of the unit's scaling programme: a **~150-consultant** portfolio growing toward **270 (80+ hired in-year)** and its **highest-ever revenue months**.
- Partnered with Delivery Leads and Engagement Managers across SA, India and UK to staff engineering demand at John Lewis, AXA and MSF; absorbed the **largest-ever monthly intake** with **≤ 2%** of consultants on the bench.
- Designed the end-to-end joiner journey as a repeatable operating model; **98%** of new joiners recommended it, and a community now self-organises each joiner's **three-month** onboarding support.
- Built a Python-to-Data-Engineer cross-skilling programme to close a scarce-skills gap; converted engineers now staff a UK account.

- Wove **AI agents** and self-built workflows (a Claude-powered knowledge system, AI-assisted reporting) into my operating model to research, draft and analyse faster.
- Managed **sensitive delivery risks** (probation exits, conduct, rotations) to fair, well-documented outcomes that protected continuity, people and the firm.

Technical Environment: Agile and lean delivery; AI agents and workflows (Claude Cowork and Code, Gemini, LM Studio); Airtable, Slack, Google Workspace.

Delivery Lead, Equal Experts, Johannesburg (client: John Lewis Partnership) May 2022 to Apr 2025

*(The John Lewis Partnership is the UK's largest employee-owned business, ~69,000 partners and £13bn+ annual revenue, operating the John Lewis and Waitrose retail brands, with financial services under John Lewis Money.)
Reported to the Data/AI Platform Delivery and Operations Manager.*

- Grew the John Lewis Money data team from its first data product (Pet Insurance) to **18 data products** across Banking and Insurance over **three years**, on “You Build It, You Run It” principles.
- Owned delivery across organisational boundaries: onboarded third-party supplier data into the John Lewis data lake, validated it with commercial managers, and coordinated platform, Paved Road and adjacent data teams through to visualisation.
- Lifted delivery cadence from **zero deployments to multiple production releases a day**, building agile maturity and flow-based delivery.
- Established ways of working for a global team across **5 countries and 4 time zones** (team charter, daily events, continual refinement) and set the team to self-run.
- Drove cross-team **Agile Flow Metrics** (ActionableAgile) across 17 data engineering teams to improve visibility, throughput and forecasting for teams and senior leaders.
- Spearheaded **tooling migrations** across 17 teams: designed the Confluence taxonomy, coordinated the Google Sites migration team by team, and drove Jira Cloud adoption and Slack automation.
- Lifted John Lewis Money’s data-governance maturity (CDMC) score by **25%** in one year.
- Applied data-engineering principles to Tableau reporting, cutting new data-product engineering from **months to hours**.

Kirsten Mayne (line manager, Partnership Data/AI Platform Delivery and Operations Manager): “He took this team from delivering its first Data Product... [to] a wide range of Data Products across Banking, Insurance and Payments... An asset to any team set up!”

Technical Environment: Google Cloud (GCP), Snowflake, dbt, Terraform; Jira, Confluence, ActionableAgile, Slack.

Delivery Lead, Mint Group, Johannesburg

Jan 2020 to Apr 2022

*(Mint is a Microsoft Gold Partner, ~200 employees and R400m annual revenue, supplying Dynamics 365, Office 365, Azure and AI services to insurance and banking clients such as Santam, First Rand Group and Old Mutual.)
Reported to the Head of Delivery.*

- Led agile teams delivering Dynamics 365 and Power Platform solutions for enterprise clients.
- Owned a portfolio of **25+** projects and **11+** client engagements across scope, budget, forecasting and SLAs.
- Drove deliverable quality (Agile, SureStep, Success by Design) and grew accounts through trusted client relationships and pre-sales.

Technical Environment: Azure Cloud, Azure DevOps, Dynamics 365 (CRM), Power Platform (Power Apps, Power Automate, Power BI), Office 365.

Senior Programme Manager (Progressive Roles: Software Engineer to Senior PM, PMO Manager, Business Operations Manager), Intervate, Johannesburg 1999 to 2019

(Intervate is a boutique Microsoft Gold Partner, ~100 employees and R180m annual revenue, delivering information and digital-transformation solutions for FMCG, financial-services and private sector clients such as Coca-Cola and Sanlam Investments.) Reported to the Managing Director.

- As PMO Manager, oversaw ~50 projects and 11 project managers within multi-million-Rand budgets, embedding Scrum, PMBOK and PRINCE2.
- Progressed over **20 years** from Software Engineer to Senior Programme Manager, leading teams of up to **30+** consultants on Microsoft solutions worth **R500k to R10M**.
- As Business Operations Manager, lifted gross margin through process improvement across **65+** consultants and ran an M&A operational integration.

Technical Environment: Microsoft .NET, Azure DevOps, SharePoint, Office 365, Azure, SQL Server, Power Platform.

TECHNICAL SKILLS

- **Methodologies:** Agile (Scrum, Kanban), Lean, Flight Levels, Design Thinking, PRINCE2, PMBOK, ITIL, SDLC.
- **Delivery Tooling:** Jira, Confluence, ActionableAgile, Azure DevOps, Trello, Miro, Microsoft Project.
- **AI in Delivery:** Daily use of Claude (Cowork, Code), Gemini and local models (LM Studio); I design and build my own agents, workflows, trackers and knowledge systems (Obsidian, Dataview), working comfortably in the terminal.
- **Platforms:** Microsoft 365, Azure Cloud, Google Cloud (GCP), Snowflake, dbt, Terraform, Dynamics 365, Power Platform, SQL Server.
- **Practices:** CI/CD and fast feedback, working demos, flow and value-stream metrics, delivery assurance.

CERTIFICATIONS

PMI Agile Certified Practitioner (ACP), PMI Project Management Professional (PMP), PRINCE2 Practitioner, ICAgile Agile Coaching, Flight Levels, Kanban System Design, Praxis Practitioner, ITIL, Microsoft Certified Solution Developer (MCSO). Full list at credly.com/users/shaundicker.

ADDITIONAL INFORMATION

- **Languages:** English, Afrikaans (bilingual proficiency).
- **Awards:** Delivery Lead Profession Award, John Lewis Partnership (2024); Brand Ambassador and Hero Awards, Mint (2020-2021); Managing Director's, Champion and Department of the Year Awards, Intervate (2010-2014).
- **Notable clients:** John Lewis Partnership, AXA, Médecins Sans Frontières, Santam, First Rand Group, Old Mutual, Coca-Cola, Sanlam.
- **Interests:** Hiking and walking, gaming, Lego, science and technology.