

Arnaud Lebon

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AI Program Manager | AI Delivery & Transformation Lead

AI Program Manager with 12+ years leading cross functional transformation across data, platforms and automation, now delivering generative AI and agentic AI from pilot into production. At JCDecaux I ran a **\$10M+** portfolio of **8 to 10 concurrent programs** and stood up the enterprise data platform; at Decathlon I cut OPEX by **10%** with **95%** adoption in **3 months**; at Homes NSW I built an AI delivery system that let one consultant do the work of a discovery team. I pair executive governance, business cases and benefits realisation with hands on AI engineering, so organisations large and small move AI use cases from pilot to production safely, at pace and with measurable ROI. Available now for contract or permanent roles, onsite, hybrid or remote.

CORE SKILLS

AI Program Management | AI Strategy & Roadmap | AI Operating Model & Centre of Excellence | AI Use Case Prioritisation & Business Cases | Generative AI, LLMs & AI Agents | Agentic Workflow Automation | Pilot to Production Delivery | Responsible AI & AI Governance (ISO/IEC 42001, Voluntary AI Safety Standard) | AI Risk, Privacy & Security | Data Governance & Data Platforms | Prompt Engineering & AI Evaluation | Benefits Realisation, KPIs & ROI | Change Management, AI Adoption & Capability Uplift | Portfolio Governance, Stage Gates & Assurance | Steering Committee & Executive Reporting | Budget, Vendor & Commercial Management | AI Vendor & Platform Evaluation | Cutover, Hypercare & BAU Transition | Agile, Scrum & Hybrid Delivery

WHAT I BRING TO YOUR AI TRANSFORMATION

- **For large organisations:** an AI strategy and use case portfolio with business cases, delivery aligned to ISO/IEC 42001 and the Voluntary AI Safety Standard, and adoption programs that move AI from proof of concept to production at enterprise scale.
- **For growing businesses:** agentic automation that removes repeat work across email, documents, customer service, CRM and reporting, and AI products built in weeks rather than quarters, at a fraction of the traditional delivery cost.
- **For every team:** AI literacy, capability uplift and change management that make adoption stick, backed by least privilege access, human approval gates and audit trails, so AI is safe to scale, with ROI and success metrics tracked from day one.

SELECT ACHIEVEMENTS

- Built an AI delivery system for Homes NSW that let one consultant run discovery, evidence analysis and executive deliverables at team scale, validated by senior leaders at **about 90%** accuracy first pass and extended by the client.
- Delivered a **\$10M+** portfolio of **8 to 10 concurrent programs** at JCDecaux across AU/NZ, owning budget, vendors, dependencies, risks and monthly reporting to the executive steering committee across **200+ stakeholders**.
- Took Shoo. from concept to App Store review in weeks with AI agents as the delivery team, and cut third party API consumption by **about 70%** through a secure server layer with shared caching and on demand data feeds.
- Built the enterprise data platform (AWS Redshift data warehouse) and Experian data integration that gave leadership a single source of truth, cleared **first time** through privacy, security, architecture and data governance review.
- Moved sales, planning and reporting onto MOVE 2.0 audience measurement with **zero disruption** to live trading, protecting every dollar of revenue through structured cutover, hypercare and stabilisation across AU/NZ.
- Cut OPEX by **10%** (**\$250K a year**) and reached **95%** adoption in **3 months** on a **\$5M** Decathlon robotics warehouse automation program, delivering the benefits case in full with **zero disruption** to daily fulfilment at go live.

EMPLOYMENT HISTORY

SHOO. | SYDNEY, NSW

Founder & AI Delivery Lead | Real time transport app for Sydney

Sep 2026 to Present

Shoo. (shooshoo.app) is a real time transport app for Sydney commuters, locals and international visitors which I took from concept to App Store review in weeks with an agentic AI delivery model, plus a public TestFlight pilot with real riders.

Stack: Claude Code | MCP | Supabase (Postgres, Edge Functions, RLS, Vault) | Vercel | Transport for NSW Open Data APIs

- **Ran AI agents as the delivery team:** Claude Code, connected through MCP to Supabase, Vercel and Mobbin and directed by clear specifications, shipped **19 database releases** and **4 production services** in **8 days**, each reviewed before release.
- **Engineered cost control for scale:** a server layer with shared caching, request deduplication and on demand data feeds cut third party API consumption by **about 70%**, holding peak load to a third of the Transport for NSW daily quota.
- **Built in responsible AI and security:** role based access control through Row Level Security, passwordless sign in with Apple, Google and one time codes, secrets in Vault, and privacy and compliance controls that never log user locations or searches.
- **Validated the product through a persona led pilot** (daily commuter, international visitor, Chinese speaking traveller, step free rider), turning TestFlight feedback into prioritised releases plus a launch in **17 languages** from day one.
- **Built the real time data pipeline:** scheduled jobs harvest Transport for NSW feeds **every 30 seconds**, then transform and index them into map tiles and **128 trip shards**, so each phone downloads only the data it needs in seconds.

COXSWAIN ALLIANCE | SYDNEY, NSW

Senior Consultant | Client: Homes NSW

Jun 2026 to Present

Lead consultant on the Vacant Decision Making Framework, which governs how vacant social housing is triaged into restore, re-develop or sell pathways. I designed AI into the engagement as a working delivery system, not a chat tool, across every phase.

- **Designed an AI discovery engine:** reusable prompts, a structured extraction schema and coded house style outputs turned each of **nine SME sessions** into a standard evidence brief and client findings note the same day, run by one consultant.
- **Built cross source evidence analysis:** AI cross referenced nine interviews, ten source documents, the SOP and the proposal, exposing the undocumented triage step behind 50+ properties reworked in delivery each year and the cost it carried.
- **Turned fragmented data into a dashboard ready model:** AI mapped every data point across three live registers and ten files to master property, works and disposal keys, so the Domo BI dashboard build skipped a separate data discovery phase.
- **Produced the framework with AI coding:** a six stage process with decision rights, SLAs and the agency's first turnaround KPIs, plus the SOP and process maps rendered as code.
- **Governed every AI output:** each finding source tagged to interview, document or analysis and reviewed by a human expert before release; Homes NSW senior leaders validated the framework at **about 90%** accuracy in the first review round.
- **Protected revenue:** AI contract analysis matched proposal objectives to delivery evidence, proving SLAs were in scope rather than a free extra; I then led the SLA agreement workshop and scoped the extension that the client signed.

JCDcaux AUSTRALIA | SYDNEY, NSW

Senior Project Manager, PMO Lead

Jul 2021 to Oct 2025

Owned end to end delivery of a \$10M+ portfolio of 8 to 10 concurrent programs for the global leader in out of home advertising, spanning data, commercial, customer, planning and operational platforms across AU/NZ with multiple vendors.

Programs: AWS Redshift data warehouse | Experian data | MOVE 2.0 audience data | Salesforce and PlatformOne CRMs

Scale: 200+ stakeholders from executive to frontline | direct and matrixed teams of 30 to 50 | AU/NZ | multi vendor delivery

- Built the business cases and benefits realisation tracking that secured funding for and steered the portfolio, with KPIs reported every month to the executive steering committee and every program tied to measurable value.
- Delivered the AWS Redshift enterprise data warehouse end to end, from data models and ingestion pipelines to reporting and BAU, and cleared the Experian integration through privacy, security and architecture review **first time**.
- Protected advertising revenue through the MOVE to MOVE 2.0 transition, repointing sales, planning and reporting systems to the new audience measurement data source with **zero disruption** to live trading or client campaigns.
- **Led generative AI adoption in the PMO:** introduced ChatGPT and Microsoft Copilot with a usage playbook, guardrails and team training, lifting efficiency on steering papers, status reports, requirements and test scenarios across programs.
- **Built governance from a standing start:** stage gates, assurance and risks and issues management across workstreams and vendors, while growing teams of 30 to 50 into confident program owners through coaching and upskilling.

DECATHLON AUSTRALIA | SYDNEY, NSW

Senior Project Manager

Jun 2020 to Jul 2021

Delivered a \$5M robotics warehouse automation transformation in a live distribution centre serving 1M+ customers.

- Delivered the benefits case in full: cut OPEX by **10% (\$250K a year)**, with **zero disruption** to daily fulfilment through go live.
- Reached **95%** adoption within **3 months** through change management, operator training and coaching on the floor.

DOWNER GROUP | SYDNEY, NSW

Senior Project Manager

Jan 2020 to Jun 2020

- Delivered a **\$3M** digital asset management platform across three hospitals and **250,000+ assets**, on time and on budget.
- Cut audit preparation effort by **40%** and turned raw asset data into **25 year capital replacement planning**.

EARLIER CAREER

Project Manager, University of Sydney, Sydney (2019)

Independent Project Consultant, Self employed, Sydney (2017 to 2019)

Project Manager, Engie, Lyon, France (2014 to 2016)

Junior Project Manager, Orange, Lyon, France (2013 to 2014)

QUALIFICATIONS & CERTIFICATIONS

Master's Degree: Management, Project Management specialisation, High Distinction, Université Jean Monnet, France, 2016

Bachelor's Degree: Information Systems Project Coordination, Université Lumière Lyon 2, France, 2014

Certifications: AgilePM Practitioner | AgilePM Foundation | Change Management (Australian Institute of Management)

Online Course: Generative AI: Science & Implications, Harvard Kennedy School

TOOLS, MEMBERSHIPS & LANGUAGES

AI & Agents: Claude | Claude Code | ChatGPT | Microsoft Copilot | Cursor | MCP servers | prompt engineering

Data & Cloud: AWS Redshift (data warehouse) | Supabase (Postgres backend) | Vercel (hosting) | Power BI (reporting)

Business Platforms: Salesforce (CRM) | PlatformOne (CRM) | Tharstern (print MIS) | Microsoft 365

Delivery & Languages: Jira (Admin) | Confluence | Agile | Scrum | Hybrid | PMI Sydney | English (fluent) | French (native)