Jonathan Ly

Operations Manager | Business Systems | Practical AI

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Profile

Operations Manager with experience across offices, suppliers, contracts, IT services, governance and business systems at the Railway Industry Association. Combines day-to-day operational responsibility with practical improvement: completed a company room-booking platform, created a connected facilities-management system, rolled out password management and delivered AI usage training. Negotiates supplier arrangements and coordinates onboarding and implementation, modernising services within budget and capacity constraints.

Professional experience

Railway Industry Association

London and Leeds | August 2023–present

Operations Manager | July 2026–present

Senior Operations & Exports Executive | August 2023–June 2026

Progressed into the Operations Manager role in July 2026. Responsibilities and selected contributions across my time at RIA include:

- Coordinate office and facilities requirements across London and Leeds, including contractors, maintenance, front-of-house services and operational continuity.
- Oversee the managed IT service-provider relationship, IT assets and hardware lifecycle, and coordinate technology requirements across the organisation.
- Manage suppliers and contracts through negotiation, onboarding, implementation and service improvement, aligning services with organisational needs and constrained budgets.
- Manage room-hire operations, pricing and commercial reporting; administer iMIS CRM and develop the business case for improvement.
- Completed Cyber Essentials and rolled out organisation-wide password management with policy. Responsibilities also include company insurance and operational resilience.
- Delivered a company AI usage training session and created an AI usage policy.

Core capabilities

Operations and facilities management • Supplier negotiation and contract management • Process improvement • Business systems development • Commercial reporting • Governance and policy • AI adoption and training • Stakeholder coordination

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Selected delivery and professional development

Selected projects

Room-booking platform completed 2025

Created a full room-booking platform and supporting system for the company, applying hands-on experience of room-hire operations to systems development.

Facilities-management system created

Built a system centralising schedules, invitations and facilities information. Connected Power Automate with SharePoint sites and lists to support contractor management and access to related information.

Microsoft 365 automation and information access developed

Built Power Automate flows and back-end process systems within the company's Microsoft 365 environment. Developed an all-in-one data-access resource and central source of truth.

IT Asset Management Agent development and testing

Built a Microsoft 365 Copilot agent using an approved SharePoint IT Asset List to retrieve records and flag missing or inconsistent data. Defined read-only boundaries, human review and test cases for missing information, ambiguous records and inappropriate requests.

Qualifications and development

ITIL 4 Foundation

Completed August 2025.

Level 4 AI & Operations Leaders apprenticeship

In progress with The TESS Group, started May 2026. Workplace learning in AI, data, cyber security and operational improvement.

CMI Level 5 Award in Management and Leadership

In progress alongside the apprenticeship. Developing management and leadership knowledge, with a longer-term aim of becoming a Chartered Manager.

Systems and tools

Microsoft 365 • Power Automate • SharePoint sites and lists • Microsoft 365 Copilot Agent Builder • iMIS CRM • Microsoft Teams

Selected work and project detail: jonly.co.uk