

Business Operations Manager

Richard Holmes

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A focused, responsible and dedicated leader who has a long track record of working at the operational heart of an organization. Richard possesses superb communication skills and has the ability to be a real team player who can influence stakeholders, colleagues and customers alike. He can prioritize workloads and deliver to agreed standards in the most demanding of circumstances. Right now he is ready to hit the ground running and join a company that is looking to recruit talented and ambitious Business Operations Managers.

Key Achievements

IT Company	2011 - Present	Reduced IT costs by \$250,000
Web Design Company	2010 - 2011	Created a new sales team of 10 staff from scratch
Manufacturing Company	2009 - 2010	Increased productivity by 75% over 12 months
Manufacturing Company	2008 - 2009	Sales Target: \$1.2 M Sales Achieved: \$2.1 M
Distribution Company	2007 - 2008	Successfully launched 3 new distribution channels

Areas of Expertise

Strategic procurement	Work management	Organisation structure	Disciplinary procedures
Business planning	System administration	Cutting costs	Driving profitability
Operational management	Commercially astute	Data analysis	Information systems

Career History

Business Operations Manager – IT COMPANY Jul 2011- Present

Responsible for ensuring that all work is carried out to agreed Service Targets and KPIs and at the same time he is in charge of monitoring the performance of departmental staff against these measurements.

Duties:

- Producing clear statements of requirements for the Operational teams.
- Developing & implementing IT strategies in order to support achievement of the Company's strategic objectives.
- Leading Operational Delivery Standards over a geographical area.
- Solving operational problems, managing complex issues and dealing with potential crises.
- Ensuring that there are clear lines of communication defined for all staff.
- Negotiating and managing IT related supplier contracts and service agreements.
- Ensuring that all IT related policies and processes are implemented and followed.

Sales Manager - WEB DESIGN COMPANY Feb 2010 - Jul 2011

Sales Executive – MANUFACTURING COMPANY Aug 2009 - Feb 2011

Team Leader – DISTRIBUTION COMPANY May 2007- Aug 2009

Key Skills & Competencies

- Good understanding of how to capture technical requirements.
- Able to get things done and make things happen.
- Always putting company needs before own.
- Can work under own initiative and can demonstrate flexibility and reliability.
- Understanding of IP networks, and in-depth knowledge of data communications techniques.

Academic Qualifications

Birmingham North University	Business Development BA (Hons)	2005 - 2008
Birmingham South College	A Levels: Maths (B), English (A), Physics (C), Geography (A), Religious Education (B)	2003 - 2005

Chartered Management Institute certificate in supervisory management 2002

References

Available on request.



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