

Personal statement

A highly successful Business Operations Manager who is well presented, customer orientated and able to work under pressure. Ben possesses a superbly focused mindset, is imaginative, forward-thinking and comes with a proven track record of managing excellent service delivery and operational development. He has experience of managing a portfolio of large scale projects and in the past has been responsible for controlling substantial budgets in the region of over £1 million. He is confident he can provide the initiation, definition, delivery and closure of your projects within agreed timescales to Time, Cost and Quality. Right now he believes he has what it takes to apply for your vacancy, and is fully prepared for your challenging yet very rewarding role.

Employment History

Retail Company - Coventry

BUSINESS OPERATIONS MANAGER April 2009 - Present

Responsible for making sure that relevant policies and procedures are in place to enable the development, delivery, monitoring and evaluation of all Business Operational activities undertaken by the company. Also in charge of supervising and coordinating the activities of junior staff.

Duties:

- Ensuring that all resources are managed and directed to ensure effective business operations.
- Assigning staff to projects, and conducting staff appraisals.
- Shaping the company brand in the market place.
- Checking on a regular basis, a client’s satisfaction and needs.
- Controlling and managing the level of in-store inventory as well as new products.
- Identifying new store opening opportunities.
- Building effective relationships with retail partners.
- Keeping up to date with the retail industry, competitors, partners and consumer trends.

Wholesaler - London

TRAINEE MANAGER October 2008 – April 2009

Book Store - Watford

SUPERVISOR June 2008 – October 2008

Areas of Expertise

Global operations	Decision making	Operational processes	Information management
Skilled negotiator	Budget setting	Visual marketing	Project Implementation
Financial planning	Distribution	Marketing	Office procedures

Business Operational and Managerial skills

- Experience of visionary and decisive leadership with the ability to inspire staff across the organisation to explore and adopt new operating procedures in support of effective
- Willingness to work flexible hours and at different locations.
- Experience of successfully leading a team of remote people.
- Ensuring that operational requirements, standards and best practices are factored into plans.
- Possess strong computer skills and competency in basic MS Office applications like outlook, excel & word.

Academic Qualifications

Birmingham North University - 2005 - 2008 - Business Management BA (Hons)
 Sales & Marketing - Diploma
 Birmingham South College - 2003 - 2005 - Commerce Diploma

References - Available on request.



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