

Manager

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Business Operations

Personal statement

A target driven manager who has extensive experience in the setting-up of new business service operations. Neil is an expert at developing the tools and processes to facilitate the growth of any organisation in any sector. He is at the top of his profession and has comprehensive knowledge of operational, incident, change and release management. As an open and outgoing person he can communicate effectively with people at all levels, and is very popular with his present work colleagues. Right now he is looking for a challenging position and an opportunity to work in a busy environment where priorities change on a regular basis.

Employment history

Office Leasing Company - Birmingham

BUSINESS OPERATIONS MANAGER April 2009 – Present

Responsible for facilitating regular team meetings to ensure adequate channels of communication between managers and front line sales and office staff. Also in charge of making sure that all operational tasks are done on time and carried out to the highest standards.

Duties

- Organizing and facilitating global, regional and local calibration processes.
- Implementing technical and process change.
- Handling paperwork and keeping administrative records.
- Evaluating technical options with IT professional.
- Ability to interpret and translate complex contracts and policy documentation.
- Coming up with ideas to streamline management processes.
- Reviewing business plans against actual results and then trying to determine reasons for any deviations.
- Negotiating and closing commercial agreements with third parties.

Food Wholesaler – West Bromwich

TRAINEE MANAGER October 2007 – April 2009

Event Management Company - Dudley

SUPERVISOR July 2007 – October 2007

Areas of expertise

Operational management	Logistics	Business development	Planning
Enhancing performance	Reducing costs	Identifying opportunities	Distribution
Forecasting	Quality control	Electronic media	Market assessment

Professional skills

- Able to take unpopular positions that are right for the firm without entertaining self-doubt.
- Leading by example and often working physically alongside other staff.
- Proficiency in project management methodologies.
- Providing inspirational leadership that will motivate teams to constantly exceed expectations.
- Experience of working with delivery teams in planning and implementing rapid change.
- Have a clear vision on how to prevent failures.
- Ability to articulate complicated concepts in simple terms.
- Experience of reporting to and working with Boards, committees and senior management teams.
- Possessing a positive 'can do' attitude, with a strong focus on getting results.

Academic qualifications

Birmingham North University - 2004 - 2007 - Business Management BA (Hons)

City & Guilds – Sales Management

Birmingham South College - 2002 – 2004 - Business Studies Diploma

References

Available on request.

Neil Sutcliffe



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