

LAUREN HILL

BUSINESS OPERATIONS MANAGER

Career summary

A results orientated professional with a strong Business Operations Management background, who is now looking for a new and exciting role. Lauren is hands-on and comes to you with a track record for driving successful partnerships and new projects as well as maintaining ongoing business operations. She possesses excellent maturity, poise and judgment, all traits which will allow her to contribute to your continued success and its financial and operational objectives. Right now she would like to join an expanding and ambitious company that is going places.

Work experience

Retail Store

BUSINESS OPERATIONS MANAGER June 2008 – Present

Responsible for ensuring that the company's culture and style is apparent throughout its Business Operations. Also responsible for deputising for the General Manager in their absence.

- Ensuring compliance with the company's procedures.
- Anticipating changes in the business needs of the firm.
- Maintaining accurate financial records.
- Training up new and existing staff as required.
- Setting, monitoring & reviewing work load schedules.
- Managing all performance and governance activities.
- Determining staffing requirements.
- Monitoring weekly performance against targets.
- Building and maintaining effective relationships with internal customers.
- Recommending bonuses and wage increases for outstanding and target hitting employees.
- Resolving disputes between different departments.

Clothes Shop

TRAINEE MANAGER July 2006 – May 2008

Academic qualifications

Nuneaton University 2003 – 2006

BA Business Operations Manager

Nuneaton College 2001 – 2003

A levels Maths (A)
English (B)
Geography (A)
Physics (D)
Accounting (B)

Key skills

AREAS OF EXPERTISE

- Action plans
- Building talent
- Organising resources
- Making contacts
- Operational plans
- Delegating
- Reviewing progress
- Managing staff

BUSINESS OPERATIONAL SKILLS

- Proven track record of achieving and managing a team to exceed targets.
- Ability to engage and influence stakeholders.
- Responding positively and promptly to requests.
- Introducing new policies and procedures.
- Managing change to meet business requirements.
- Writing up effective reports and business plans.
- Maintaining & developing good employee relations.
- Ability to plan, organise and prioritise workloads.
- Discreet with all confidential information.
- Excellent attention to detail.
- Strong skills in the areas of communication and people management.
- Excellent leadership qualities.
- Maximising revenue at every opportunity.
- Able to open doors and initiate relationships.
- Assertive and persuasive.
- Able to manage multiple tasks concurrently.

PERSONAL SKILLS

- Have good judgment and decision making skills.
- Financially aware and able to manage budgets.
- Able to lead on new initiatives.
- Can inspire & encourage others to embrace change.
- Strong strategic thinker.
- Helpful and polite attitude.
- Dealing confidently with all enquiries.
- Excellent telephone manner and communication skills.
- Able to focus clearly on objectives and targets.

REFERENCES

Available on request.

CONTACT DETAILS

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