

Business Manager

Operations

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PERSONAL STATEMENT

A seasoned professional who has been instrumental in defining, shaping and planning Operational initiatives and managing project deliver either directly or via virtual teams. Thomas comes from a Business background and with a proven track record of delegating, motivating and empowering staff under him to exceed their abilities. He has a proven ability to help various departments within private companies and public sector organisation's coordinate to meet their end goals, and regularly assumes day to day responsibility for all the operational activities within his area of control. Some of his greatest strengths are his attention to detail, ability to think critically and willingness to cooperate in high-level decision making. As an ambitious Operations Manager, Thomas is currently looking to work for a growing and winning company that will allow him in the future to progress to Director Level.

Operations



Operating Costs
Office Management
Operations management
Business policies
Strategic management
Staff management

Managing



Marketing
Training staff
Quality management
Risk management
Financial performance
Business planning

Dynamic



Self starting
Individual initiatives
Business applications
Enterprise
Highly motivated
Hard working

Smart



Tactful & diplomatic
Negotiating skills
Making deals
Strategy development
Developing ideas
Lateral thinker

CAREER HISTORY

Event Management Company - Birmingham

BUSINESS OPERATIONS MANAGER Apr 2009 – Present

Operating as a member of the senior management team and supporting the General Manager in shaping and taking forward the Company's Strategic Priorities including the development and delivery of plans to meet the aims and objectives of the Company. Also in charge of meeting key business operations and carrying out any other reasonable duties or tasks.

Duties

- Ensuring that service delivery standards are maintained. .
- Assisting the company in its strategy to secure more high valued services, client partnerships and long term contracts.
- Managing bid preparation, pricing, and reviewing activities for all project tenders.
- Promoting & maintaining awareness and compliance of H&S in accordance with best practice and legal requirement.
- Working hard to build professional and proactive relationships with other management teams.
- Controlling and planning staff rotas to take into account holiday and sick leave.
- Anticipating market trends in a fast changing b business environment.
- Leading & developing the team in all aspects of hospitality, guest satisfaction & overall customer service.

Conference Centre - Coventry

TRAINEE MANAGER Jan 2009 - Apr 2009

Hotel - Birmingham

SUPERVISOR Aug 2007 - Jan 2009

KEY COMPETENCIES

- Able to take decisive action and work with other teams and staff members effectively to reach a viable solution and goal.
- Working knowledge of HSE policies, procedures and legislation.
- Knowledgeable and well informed, with hands-on experience of the industry and a keen eye on the future.
- Thinking flexibly and laterally.

ACADEMI QUALIFICATIONS

Birmingham North University: Sales & Marketing BA (Hons) - 2004 - 2007

City & Guilds: Marketing Diploma - 2004

Birmingham South College: A levels - Maths (B) English (A) Business Studies (B) - 2002 - 2004

REFERENCES

Available on request



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