

NAME

Address

Telephone • Email

PROJECT MANAGER/OPERATIONS SUPPORT

- Dynamic project manager with over 5 years of leadership experience.
- Quick learner with a passion for technology and technical problem solving.
- Proven record of enhancing business process efficiency using innovative software solutions.
- Strategic thinker able to analyse data and design, and deliver / support workable solutions.
- Confident communicator and manager thriving in roles from the successful launch of new accounts to designing improvements to business processes.

Project Management • Operations Management • Change Management • Regulatory Awareness
Data Analysis • Stakeholder Management • Business Process Enhancements • Budgets
Project Planning & Scoping • Contractor Management • Data Management • Staff Training
Technical Problem Solving • Operational & Sales Support • New Business Implementations
Client Presentations • Status Reporting • Relationship Management • Consensus Building

PROFESSIONAL EXPERIENCE

COMPANY, Location • 2004-Present

European headquarters of global service contract provider for warranty management, compliance, insurance and underwriting services.

Group Client Operations Manager • 2008-Present

Project manage new business implementations and other technical projects throughout Europe using Incremental and Agile approaches. Design enhancements to internal CMS system to meet new corporate governance requirements. Manage and mentor team of up to 5 people while developing their core competencies and key skills.

Arrange client meetings to present and train focused on core operating systems and product knowledge as well as discuss potential business opportunities. Solve all issues with inbound and outbound data feeds in collaboration with clients. Align global business and technical objectives in cooperation with internal IT teams. Train operational teams on new business processes and systems using one-to-one sessions and online training tools.

Highlights & Accomplishments:

- Managed successful rollout of UK CRM system throughout Europe as key part of corporate globalisation project. Worked closely with IT to develop an easy to use online system while organising and conducting 6 online training sessions.
- Selected to coordinate complex integration of new VAT rates and revise all customer facing marketing materials and web pages.
- Saved £50K in annual outsourcing costs by developing and implementing an online internal FCA regulatory tool now used in all major client launches.
- Collaborated with major retail company in Europe to enhance efficiency of a key operational process by 50%.
- Automated processes for setting up motor accounts so that procedures that once took 5 days now take only 30 minutes.
- Set up company's largest motor client, within tight 4-week deadline.
- Reduced administrative costs by designing tool enabling Appliance and Technology customers to purchase warranties directly through the web.

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Account Support Coordinator • 2006-2008

Organised regular meetings supporting all account managers and liaised with IT teams to improve efficiency and accuracy. Analysed data on short notice to identify and solve all operational problems. Managed new business implementations, reporting functions and high-level operational queries.

Highlights & Accomplishments:

- Played key role in setting up and administering a highly lucrative new contract.
- Designed multiple enhancements to client-facing processes, including data loading and reconciliation to increase efficiency and accuracy.
- Prepared presentations for quarterly client review meetings with comprehensive analysis of data and suggestions for process enhancements.
- Coordinated staff training efforts for new accounts and processes.
- Offered the job of Operations Manager on establishment of the department.

Customer Service Associate • 2004-2006

Responded to customer service calls and coordinated correspondence concerning warranty claims and policy amendment or cancellation. Performed data capture for store sales and collated details of client claims.

Highlights & Accomplishments:

- Instrumental role in enhancing the efficient set up and use of Direct Debit payments and resolving all questions and concerns from the team.

COMPUTER SKILLS

Genius Project, Microsoft Project, Visio, SharePoint,
Salesforce.com, Office (Excel, Access, Word, PowerPoint, Outlook)