

James May

MANAGING DIRECTOR

Contact

Address: 123 Long Street, Nottingham NG1 234

Email: jamesmay@hotmail.com

Telephone: 01234 567890

Twitter: jamesmaymd

LinkedIn: jamesmaynottingham

Personal Statement

I am a forward-thinking Managing Director with six years' experience successfully overseeing all business operations, people and ventures for my current employer, and a range of prior management experience. I have been a Fellow of the Chartered Management Institute since 2017 (CMgr FCMI). I am a strategist and a leader, with the ability to steer a company to its most profitable direction whilst also implementing its vision, mission and long-term goals. I have taken my current employer from a £100k turnover to a £4.5m turnover during my time as MD.

Work history

Managing Director

Archie's Fence Panels

May 2013 – date

I joined this company which was initially a small six-person fence supplier in May 2013 when turnover was just £100k with a net profit of £10,000. Since then we have expanded across Nottinghamshire and Derbyshire, and I have driven the turnover to £4.5m with a net profit of £1.2m. Some of the primary strategies that led to this growth include:

- Increasing product range in 2013 to include very popular range of summer houses, garden offices & raised beds which now accounts for 20% of our turnover.
- Introducing a painting service in 2014 which increased average spend per customer from £250 to £370.
- Introducing an annual subscription maintenance service which generates £100k per year profit from existing customer base.
- Successfully tendering for 1 – 3 year contracts for various schools and public buildings across our target areas – currently contract work accounts for 12% of our turnover.
- Since 2018, expanding use of marketing channels such as Facebook including messenger live chat, resulting in a 25% increase in leads.
- Contracting with freelance fencing contractors operating under the Archie's brand and using our products, services, standards and lead generation; which has allowed us to expand geographically without incurring significant additional costs.
- Increasing market share by offering USPs: package deals, affordable payment terms and an ultra-fast emergency response service (very popular following bad weather).

I have very much enjoyed growing a small business into a thriving business that continues to grow rapidly. Having relocated to Cornwall, I am now looking for a similar challenge in a mid-sized enterprise, closer to home.

Work history (continued)

Manager

McDonalds, Radford Boulevard, Nottingham

January 2009 – April 2012

Joining initially as a trainee before learning the business from the ground up, I progressed to manage a small team before being responsible for an entire shift. After that, I took over the restaurant's recruitment and in addition I created employee schedules, resolved customer complaints, training and mentored assistant managers and generally worked across the board to ensure the restaurant delivered consistent and friendly customer service.

Unit Manager

Costa Coffee, Roadchef, Nottingham

April 2007 – December 2008

Managing this unit in a Service Station off the Motorway, my goal was to ensure that the Costa team delivered operational excellence. I was responsible for delivering exceptional customer service, maintaining operational standards, maximising sales opportunities and driving financial performance. I also delivered extensive training to staff on all aspects of operational delivery and relevant health and safety legislation/practice.

Barista

Costa Coffee, Roadchef, Nottingham

June 2005 – March 2007

Education & Training

BA Business Management (2:1)

The Open University, Milton Keynes

January 2009 – April 2012

My elective modules for this course were Financial accounting in context, and Financial analysis and decision making.

A Level Business Studies (A), Maths (B) and English (B)

Redhill Academy, Arnold

Skills

- | | |
|---|--|
| ≈ Demonstratable PR and presentation skills | ≈ Strong financial acumen |
| ≈ Effective decision making | ≈ Very strong ability to plan and forecast effectively |
| ≈ Effective management and delegation | ≈ In depth knowledge of markets and changing business environments |
| ≈ Excellent communication and negotiation | ≈ Proven ability to solve complex problems |
| ≈ Proven ability to motivate a workforce | |
| ≈ Visionary leadership | |

Memberships

Fellow of the Chartered Management Institute (CMgr FCMI) since 2018.

Interests

In my spare time, I love hiking, cycling and bouldering.