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| JAMES HINCKLEY |  | BUSINESS MANAGER |
| I am a highly effective Business Manager with demonstrable experience of managing teams in high volume customer service environments. I am a professional, resilient and credible people manager who inspires trust in others and can proactively drive change when making recommendations for improvement. I am looking for a position within an SME, with the opportunity to build and grow my own team and delivering operational excellence.  |
| “ | James has proven himself more than capable of delivering services through people whilst adhering to standard operating procedures.~ Randy Campbell, CEO, Campbell’s Soups | “ | James effectively manages resources, creating the required capacity and capability to meet workload/team demands.~ alice ward, CEO, vintage blinds |
| “ | James has a real ability to motivate, coach and support a team ensuring delivery success to specified targets.~ clare Jones, ceo, pansrus | “ | James is exceptional at spotting opportunities for improvement and highlighting risks and issues early on.~ roger geoffrey, ceo, take2 ltd |
| WORK HISTORY |
| BUSINESS MANAGER : 2017 – DATECAMPBELL’S SOUPSReporting to the Head of Contact Centre and Business Support I am responsible for delivering operational excellence and consistent high levels of customer service. I work collaboratively with the Unit’s management team, managing and providing input into a range of projects and initiatives, including delivering operational changes. As a strong communicator and an an advocate of service excellence, I strive to ensure that staff potential is maximised through effective leadership.BUSINESS MANAGER : 2014 – 2017VINTAGE BLINDSMy role was to facilitate the selling of blinds and to maximise profitability through the sale of finance solutions and insurance to customers. I was required to oversee the sales process, ensuring all sales activities are systematically managed, including direct negotiation with customers if required, to ensure that deals retain maximum profit, and that customer satisfaction is delivered to the highest possible standards. | BUSINESS MANAGER : 2012 – 2014PANSRUSMy role was to ensure all customers were serviced to the highest standards on the day & time that suits them through a dedicated CSM. I met with my team weekly, setting clear standards and objectives focused on delivering a high quality service and fair outcomes for customers as well as communicating all relevant Company matters and any changes to procedures. I would also regularly walk round sites to confirm that standards of appearance were being maintained.BUSINESS MANAGER : 2009 – 2012TAKE2 LTDMy role was to identify new business opportunities and ways of penetrating target markets; gain new business partners and generate leads to maximise revenue growth; market individually tailored product / solution packages to target companies and costumers; ensure opportunities were identified by constantly reviewing and evaluating new market sectors; work effectively with channel partners and carry out direct sales activitie. |



QUALIFICATIONS

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| MA BUSINESS STUDIES (MERIT) : 2018UNIVERSITY OF DERBYA LEVELS : 1998 (A, A, B, C)SUPACOLLEGE, DERBY | BA BUSINESS STUDIES (2:1) : 2001UNIVERSITY OF DERBYGCSES : 1996 (9, GRADES C AND ABOVE)SUPACOMP, DERBY |



INTERESTS

|  |  |
| --- | --- |
| Cycling Ice ClimbingSquash | Ice hockeyMountaineeringHiking |



REFERENCES

|  |  |
| --- | --- |
| RANDY CAMPBELL, CEOCAMPBELL’S SOUPSCLARE JONES, CEOPANSRUS | ALICE WARD, CEOVINTAGE BLINDSROGER GEOFFREY, CEOTAKE2 LTD |
| JAMES.HINCKLEY@AOL.COM07456 123456 TWITTER: @JAMESHINCKLEY  |  | 7 THE STREET, THE TOWNTHE CITY NG1 234 LINKEDIN: @JAMESHINCKLEY75 |

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