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| JOE BLOGGSOperations Manager31, The Street, The Town NG1 234 / joebloggs@aol.com / (07948) 111222 |
| **Objective** | “Joe is proactive and drives exceptional service to clients.”~ Carly O’Donnelly, CEO ABC Enterprises |
| I am a competent Operations Manager with the proven ability to lead, manage and mentor an operational team to successfully deliver against critical, internal and external Key Performance Indicators and Service Level Agreements. I am highly competent at evaluating, developing and implementing processes and procedures to deliver an efficient and effective service in order to minimise operational, financial and reputational risk. I am also an effective communicator with excellent interpersonal, negotiating and influencing skills. I am looking for a new challenge in a mid-sized enterprise. |
| **Work history** | operations managerABC Enterprises | 2015 - 2019 |
| As a hands on Operations Manager at this home delivery company, my role was to lead, motivate and develop a team of shop floor personnel to achieve their daily production and quality targets. I delivered sustainable process improvements, productivity gains and downtime reduction using lean manufacturing tools and techniques. Unfortunately I was made redundundant early in the year. |  |
| operations managerABC Leisure | 2011 - 2015 |
| My role at this dynamic Leisure Centre included driving and achieving centre financial targets and KPIs, covering customer service targets, occupancy targets, revenue targets, payroll costs and participation levels. I was required to ensure the delivery of enjoyable, cost-effective and safe activities, whilst establishing and maintaining excellent relationships with customers and potential customers. In addition, I ensured that all safe systems of work are adhered to. |  |
| operations managerRAB Enterprises | 2009 - 2011 |
| My role at this city theatre included ensure that all contracts, licenses and documentation required for the safe and effective operation of the centre were in place and adhered to consistently. I supported the preparation of annual service plans, financial plans and statistics, and had line management responsibilities for recruitment & induction; delivering training, appraisals, development and performance management of staff, as necessary.  |  |
| **Education** | BSc BUSINESS STUDIES (1ST CLASS hONOURS)Lincoln University, Lincoln | 2007 - 2009 |
| alevel english (B), Maths (B), physics (C), business (A)Lincoln College, Lincoln | 2005 - 2007 |
| 9 gcses inc. english (a), Maths (a) and business (a)Lincoln Comprehensive, Lincoln | 2001 - 2005 |
| **Skills** | “joe is an energetic individual with a passion for service excellence. he thrives on challenging situations.”~ Jerry Sadler, CEO, ABC Leisure |
| * Passionate about customer service, with a drive to deliver customer service excellence.
* Proven motivational and leadership skills, with a strong emphasis on coaching for development.
* Strong communication skills with the ability to adjust style based on the situation.
 | * Able to work under pressure and think on one’s feet when dealing with difficult situations.
* Experience of Quality Management Processes.
* Confident and outgoing.
* Computer Literate.
* Flexible with working hours.
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| **Achievements** | “joe has a can-do attitude and is able to effectively anticipate customer needs.”~ Tom Kerry, CEO, RAB Enterprises |
| ABC Enterprises: Exceeded the daily production and quality targets set for me from time-to-time by a minimum 10% threshold every single day. Achieved cost savings totalling around £200k per year through the introduction of measures to make productivity gains and reduce downtime. using lean manufacturing techniques.  | ABC Leisure: Exceeded the centre financial targets set for me by a minimum 15% threshold every year. Exceeded customer service targets by a minimum 25% threshold every year. Achieved cost savings totalling around £96k per year through productivity gains. |
| **Interests** | Spending time with familyClimbingSkiing CookingHiking | Mountain boardingTrading on the stock marketParaglidingTravellingVisitng the gym | TheatrePlaying tennisWatching ice hockeyRestoring vintage carsWoodworking |
| **References** | Carly O’DonnellyCEOABC Enterprises123, The Street, The CityNG1 234carlyd@abcenterprises.co.uk(01949) 123456 | Jerry SadlerCEOABC Leisure456, The Street, The CityNG1 234jerrysadler@abcleisure.co.uk(0115) 9123456 |

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