



Example CVs

CV 1 - Manual

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Profile

Dedicated, conscientious, trustworthy and hard working with good organisational, planning and operational skills. Accurate, approachable and flexible with a track record of being responsible, supportive and a good team player.

Career History

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- Managed meeting and greeting of aircraft on landing including chocking and coning and consistently met strict time deadlines and all health and safety requirements using good organisational and planning skills
- Fitted and removed aircraft steps to ensure passenger safety and manoeuvred carefully to avoid aircraft damage or contact with 100% success using excellent co-ordination and awareness skills conscientiously
- Managed on-loading and off-loading of baggage to and from aircraft to strict quality handling requirements and time deadlines using effective co-ordination and preparation skills accurately and carefully
- Transferred and drove baggage to and from aircraft to the inbound belt and met strict time deadlines 100% of the time accurately using effective checking, listening and driving skills
- Communicated to aircraft captains via headset, as part of the push back team on departures, to confirm all checks and procedures have been completed correctly prior to permitting take off using very good communication and reporting skills
- Formally trained, and learnt very quickly, to become qualified and fully proficient to use a wide range of equipment for both passenger and cargo operations including: lorries, belt loaders, EBTs, high loaders, transporters etc



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Agency Assignments

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- XXXX XXXX XXXX XXXXXX

Qualifications, Training and Education

Dangerous Goods Awareness Courses x 2
General Security Awareness Training Course
Aircraft Support Equipment Training
GNVQ in Construction and the Built Environment
8 x GCSEs

Personal Details

Full clean driving licence

Interests

Fishing, football, golf and snooker



CV 2 - Manager

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A dynamic and motivational team leader with a strong track record of delivering results. A proven brand Ambassador with strong, clear corporate values. Genuine hunger to learn and an excellent team player.

Key Skills

- Sales & Relationship Management
- Developing Relationships
- Driving Culture
- Setting & Managing Expectations
- Communication Strategy
- Business Management
- Building Trust and Understanding
- Achieving Excellence
- Exceeding Expectations
- Customer Experience

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Achievements:

- Led and drove a new business initiative which successfully diversified revenue streams by providing payment solutions to existing clients via a tele sales model
- Developed a business plan that delivered an EBIT of circa 35% with breakeven occurring in year three using excellent analytical and strategic skills
- Drove and motivated a small team to deliver the business strategy including the development, performance delivery, process implementation, marketing strategy, sales, and customer experience
- Developed a differentiated proposition in a commoditised environment, by listening to and focusing relentlessly on the customer and installing those beliefs in the team. Required hands on training, improved sales scripts and commitment to improving the pre and post sales process
- Delivered accelerated month on month growth in unit sales, margin and fee income by rebuilding the proposition, reinstalling and reinforcing brand values, driving a work ethic and positively enforcing a performance culture
- Delivered a circa 30% reduction in sales cycle, improving the customer experience and reducing drop out by targeting and building strategic relationships capable of adding to the value chain
- Designed and developed reporting tools that allowed consistent and visual performance reporting for sales teams and identified and tracked trends for upward reporting to senior stake holders

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Achievements

- Working as part of a team of 2, delivered numerous corporate tenders, including; XXXXX, XXXX XXXXX, XXXXXXX XXXXXXXX and XXXXXXXXXXXX
- Cultivated and secured new opportunities before handing over to the Account Management teams
- Recruited new strategic third party relationships such as Trade Associations, Buying Groups, Independent Sales Organisations and Banking Partners
- Delivered circa £750k of projects against a target of £500k by negotiating and closing contracts with partners including: XXXXXX XXX, XXXXXXXX XXXXX, XXXXXXXXXX and XXXXXXXXXXXX
- Delivered operating models for the handover and engagement of internal teams including account management by forming and coordinating a working group of key stakeholders including marketing, training, operations and relationship teams
- Delivered a local introducer programme through other team members by championing and advocating the initiative and promoting it within the field sales team
- Identified the need for and designed and implemented a training programme for new relationships, adding value to the pre and post sales process and reinforcing the company value proposition



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Achievements

- Linked business functions including; business development, risk, operations, corporate sales and marketing
- Managed the contract termination for the XXXXXXXX XXX Group including XXXXXXXX and XXXXXXXXXX Banks
- Led an account management team of two responsible for corporate strategic relationships with several banking institutes
- 96% performance against original budget despite the termination of the NAG relationship (reforecast projected 80% against the original budget)
- Re-established and strengthened the relationship with the secondary account by delivering a "partnerial" focus, including improving communication strategies, reinforcing pricing policies, improving training
- Generated income growth through improved margin despite reduced unit sales and forming best practices for smaller and new banking partnerships

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Achievements

- Consistent over achiever (annual performance not less than 119% against target)
- Highest national targets
- Maintaining personal referral network (accounting for up to 40% of performance)
- Maintaining an average value of c.£450 per signing against a national average of £250
- Highest deal value c.£25k (XXXXXXXXXX Franchise via personal referral)

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Achievements

- Provided a relationship service for a large portfolio of "Start Up" businesses and low income earning small and medium enterprises
- Promoted business solutions and acting as liaison between business functions such as, credit risk, partner products, security etc.
- Successfully managed customer relations and concerns, delivered income and cross sales and managed lending and debt recovery
- Provided technical and sales support and first point of contact for clients with up to £1m turnover
- Lead generation and cross sales with broad knowledge of business products

Training and Education

- Credit Awareness 1
- Credit Awareness 2
- Range of Sales Workshops
- Effective Line Management
- Prince 2 Methodology
- Prince 2 Practitioner
- 2 x A Levels
- 8 x GCSEs



CV 3 - Executive

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A professionally qualified Managing Director of international engineering groups and UK based SME'S, mainly in the electrical energy and electronic systems sector. Proven record of turning around loss making and underperforming companies.

Strategic thinker with a holistic approach to business solutions, experienced in working at all levels in complex organisations. Builds lasting relationships with clients and a strong operational background in implementing world class manufacturing processes.

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- Doubled sales, and turned around a loss making business to achieve an EBIT of 38% ROS, and 80% ROCE, within three years
• Brought visionary leadership to address deep rooted resistance to change with stagnating sales and declining profits. Refocused sales and marketing resources on high growth markets in SE Asia, Russia and S. America, supported with new innovative 3rd generation green technology products and services
• Embedded Lean- Six Sigma methodology to create a World Class Manufacturing facility, cutting cycle times in half and a 230% increase in productivity
• Created a strong management team with an open communications style, radically changing an old school culture lacking in ambition and confidence with poor moral, into a highly engaged and profit motivated workforce as a whole
• Secured "World Class" status in Siemens internal Quality Audits; ISO Triple certificate 9001/14001/1801; plus 5 Star British Safety Council Health and Safety Award
• Achieved turnaround resulted in Trench UK becoming one of the highest profit generating subsidiaries in Siemens Group worldwide

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- Won the trust and respect of all the European Managing Directors by introducing a more open and supportive style of leadership
• Requested by the senior management of XXXXXXXX to join the XXXXXXXX Group, following a successful due diligence sale and integration process
• Turned around business within three and identified three potential buyers and sold to Eaton Cutler Hammer, at a substantial shareholder premium
• Changed the business strategy from a product sell to systems solutions, enabling major city centre infrastructure projects to be secured, e.g. XXXXX XXXXXXXX and XXXX XXXXXXXXXXXX
• Reinstated the complete loss of critical operational and financial controls in the UK operations, working closely with Price Waterhouse Management Consulting Team
• Implemented Six Sigma-Lean Manufacturing combined with a pan-European restructuring program, resulting in headcount reduction of 25% and no loss of output, quality, and customer service



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- A long standing brand leader and household name, brought into severe losses as a result of a flawed investment strategy in process automation
- Secured the respect of the management team, the unions, and the workforce as a whole with open and clear communications immediately on joining. Won their total support to reverse the plan and install radical new ways of running the business
- Profit recovery plan launched in one month, including overhead reduction, Lean production loading and stricter marketing policies with the key value added resellers
- Returned to strong profitability in nine months
- Won further investment support from the VC and Banking consortium investors

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- Created a Global Company to penetrate world markets, ending protectionist behaviour of country fiefdoms
- Implemented the Global strategy of think Global - Act local. Identified high growth markets in W. Europe, N America and SE Asia
- Appointed licensed manufacturers, JV's, and acquisitions in SE Asia and S. America and E Europe
- Developed worlds first Mag Flow meter for low flow applications, and the first Radio based Automatic Meter Reading network in USA
- This enabled sales grow of 46% over four years, with profitability increasing from 11% ROS to 16% ROS. Became the highest cash generator in XXX XXX
- Overtook Schlumberger as the number one world wide metering services provider.

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Managing Director
Business Director
General Manager
Operations Manager/ CEO Assistant

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Education

Birmingham Business School
City University London
Grammar School, Sheffield

MBA Henley Business School
BSc (Hons) Manufacturing Eng.
7 x "O" levels and 4 x "A" levels



CV 4 - Interim

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Commercially driven, interim change professional with an excellent track record in change management and executive leadership. Operates strategically at Board level delivering strong stakeholder and other relationships plus tactical delivery realising financial and operational gains across numerous transformational change programmes

Interim Career - 5 contracts and 11 contract renewals (April 2010-present)

XXXXXXXX XXXXXXXX (Interim) XXXXXXXXXXXX XXX XXXX to XXX XXXX

- Working closely with business areas and project managers developed a holistic and consistent view of business impact of programme-led change re a multi-million pound regulatory cyber security programme using excellent facilitation and leadership skills persuasively and with determination
Through extensive collaboration with senior managers within a complex and political (undergoing a merger), management structure, developed and implemented a successful business champion framework to facilitate the implementation of sustainable programme-wide deliverables whilst maintaining business operations
Utilising appropriate change management methodologies and working closely with business champions, developed individual bespoke plans to support successful implementation and sustained benefits realisation using strong change expertise and experience
Developed and delivered a programme-wide stakeholder engagement plan and internal communications strategy encompassing a raft of communication and training and education media, ensuring involvement and collaboration of all key stakeholders and at all organisational levels, including the Board

XXXXXXXX XXXXXXXX (Interim) XXXXXXXXXXXX XXX XXXX to XXX XXXX

- Designed, developed and led the successful delivery of an Implementation Readiness framework for a multi-million pound Solvency II programme, ensuring full engagement from business areas and leading to a robust assessment of change, fully developed change and readiness plans and Executive Leadership team Solvency II readiness assurance
Facilitated implementation readiness of all business areas impacted by Solvency II regulatory programme, through inclusive and robust change impact assessments, development of readiness plans, and agreement of path to readiness milestones, with commitment of all stakeholders and all KPIs achieved on time to strict deadlines
Working closely and collaboratively with business areas, project managed and tracked readiness plans, provided support as necessary and presented a holistic view of Solvency II readiness progress, working within the (developed and delivered) work stream governance model and through use of Prince 2 methodology, all within budget

XXXXXXXX XXXXXXXX (Interim) XXXXXXXXXXXX XXX XXXX to XXX XXXX

- Initiated, designed, secured funding and established 100+ programme team, appointed third party implementation partner and delivered into build, a £20m+ HR transformation programme to upgrade and implement business critical HR systems, affecting 16k employees, on time, within budget and audited as highly effective, by being focused, decisive and engaging stakeholders at all levels
Using excellent negotiation skills, selected, appointed and managed third party partners/consultants securing highly effective future-proof outcomes for clients, below allocated budget and through inclusion and collaboration formed successful strategic partnerships which will continue into future change programmes
Directed the development of successful programme-wide stakeholder engagement and internal and external communications strategies encompassing a raft of communications media and measurably effective feedback and persistency in 'getting it right'(note: also achieved in Programme Work Stream Lead role - page 2)



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- Developed the business case, securing funding of £20m+, establishment of programme team (100+ team members), governance structure, whilst ensuring adherence to regulatory framework and delivered build, of complex business requirements aligned to business strategy, assuring no unnecessary and expensive rework whilst ensuring fit for purpose and future-proof solutions
- Directed the successful delivery of robust assessment of change impact, development and delivery of change strategy, change plans and change tracking and measurement, providing a holistic view of 'HR Transformation Readiness' across impacted stakeholder groups

XXXXXX XXXXXXXXX (Interim)

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- Successfully led the business change function within a multi-million pound programme, collaborating extensively with business areas delivered a high-impact business change strategy alongside the implementation of a business critical system, involving significant systems and cultural change, affecting 1k+ employees, maintaining on target business results
- Developed and delivered a programme-wide stakeholder engagement plan and internal and external communications strategies encompassing a raft of communication media including design and implementation of a go/no go (live) process, demonstrating robust assessment and acceptance of risk
- Through extensive collaboration with business areas, led the development and implementation of first class training and education strategies (acknowledged by senior stakeholders and Board), resulting in all impacted individuals on day one being totally prepared for the required significant change in skills and knowledge
- Negotiated and selected an external training partner, providing client with best in class delivery and implementation of a 'just in time' training solution, within budget and aligned to organisational training and education strategy
- Directed the development of a business readiness go/no go (live) process, identified, analysed and mitigated risks, developed a clear auditable dashboard of metrics and ensured buy in from all stakeholders and programme teams, implementation resulting in a clear, concise and demonstrable picture at go live
- Developed and delivered a post implementation model, supporting stakeholders through the change curve and to adopt and embed change and achieve programme objectives. Facilitated a post-implementation review receiving consistently excellent feedback from all stakeholder groups in respect of change approach adopted

XXXXXXXX XXXXXXX (Interim)

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- Designed, developed and delivered complex integration of Marketing and HR functions from 3 acquired financial services organisations, affecting 100+ employees, with 85 redundancies, recruitment processes and extensive knowledge transfer ahead of deadlines, saving £2m p.a. against costs of £800k and 57% F.T.E. reduction
- Designed and delivered successful Target Operating Models, ensuring a smooth transition to end state, ensuring robust assessment of impact of change and identified risks, and resulting in no adverse effects to business operations and performance within targeted year on year running costs
- Designed and delivered a recruitment and knowledge transfer process, aligned to agreed Target Operating Models, enabling all functions to be transferred into accepting organisation with no adverse effect on business results and operations
- Developed and led a post-implementation review with all stakeholder groups resulting in excellent feedback in respect of change approach adopted, both in process terms, and in respect of understanding human impact of change, whilst balancing against commerciality of necessary change



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- Alongside Managing Director, accountable for the development and delivery of company strategy of a £6.5bn organisation and leadership of People and Resources function, managing an annual budget of £7m.
- Developed and delivered business strategy in respect of a £6.5bn organisation, managing a £7m budget p.a. delivering year on year record key performance indicators by being insightful, empathetic to business needs and using excellent negotiating and prioritising skills
- Delivered a complex, major business critical relocation change programme involving 300 redundancies within £14.3m budget, ahead of deadlines resulting in £5.3m p.a. savings, negotiated with Union, created a tight focussed team by being resourceful, pragmatic and engaging stakeholders at all levels
- Implemented a major change project that brought a new product range to market; challenged established thought processes, stimulated debate, pushing for a future-proof solution, resulting in a market-leading offering targeted to achieve £7m profit within first 3 years of launch
- Directed the planning of a multi-million pound refurbishment programme for premises and technology, listened to business areas, injected realism, stimulated further ideas and persuaded the Board to recognise investment need, resulting in approval to proceed and demonstrable increases in employee satisfaction
- Led, developed and implemented a highly successful 'Change Management' strategy aligned to business goals, prioritising, negotiating resource, up-skilling and aligning supporting functions, leading to a commercially viable change agenda and the delivery of numerous change programmes and initiatives of significant financial gain
- Designed, developed and implemented an organisational training and development strategy and framework across 300 staff leading to Investors in People accreditation status in record time and significant improvements in employee engagement, satisfaction and productivity using excellent persuasion skills with resistant managers
- Led and matrix-managed numerous diverse teams, across a spectrum of disciplines, at operational and strategic levels, turning poor performing, de-motivated teams into top quartile performers, with significant advances in key performance indicators by building credibility, team motivation and rewarding stellar performance
- Led numerous company-wide and functional change programmes, resulting in greater alignment to corporate strategy and significant bottom-line improvements, with clarity of vision of outcome, empathy and understanding of impact of change on individual, team, organisation, understanding of commercial as well as political agenda

Education and Qualifications

- Master in Business Administration
- Diploma in Management Studies
- Neuro Linguistic Programming Practitioner Diploma
- CIPD Qualified
- Numerous internal and external courses
- Fluent in Italian and conversational Spanish



CV 5 - Procurement

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A highly experienced Global Procurement Category Manager accomplished in delivering world-class global sourcing solutions for FT100 and FT250 organisations. Proven track record in transforming Indirect Procurement organisations and delivering Category Strategies in alignment with business requirements.

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- Led a Strategy Procurement Review which delivered £18m of savings using excellent analytical and negotiating skill
Project managed and launched a Global MRO process review saving £0.5million of inventory in first review
Delivered a £3m saving on a £18m IT Category budget using strong communication skills with determination
Used in-depth and specialist knowledge to deliver a £1m saving on a £8m of global logistic spend
Delivered £0.6m saving on a £2.5m payroll spend by applying innovative and creative solutions
Procured and project managed the delivery of a high quality £1m new Global Headquarters on time and to budget

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- Re-engineered the Global Indirect Organisation and processes and saved £10m+ with tenacity and enthusiasm
Outsourced UK Logistic, Warehouse and Distribution contract saving £2m pa (35%) using strong assessment skills
Delivered £1.2m pa savings on the UK Facilities Management Contract using outstanding listening and diagnostic skills
Saved £0.75m pa inventory spend in the main factory stores by integrating and streamlining operations

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- Outsourced R&D transactional centre and delivered £6m pa savings and £10m capital savings with energy and flexibility
Led procurement of £45m R&D facilities and conferencing suite using excellent evaluation skills persuasively
Used effective consulting skills to successfully advise on major multipound CAPEX projects in Russia and China
Created a new Global CAPEX Procurement Strategy rolling it out Globally with Project Engineering and Procurement teams
Aligned the global supply procurement strategies and processes with EMEA R&D, UK HR and IT functional strategies
Created and trained cross-functional Global CAPEX teams in contractual sourcing models and contractual risk management

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- Led and delivered a saving of £10M across UK manufacturing sites using outstanding strategic procurement skills
Established and implemented an engineering contract management process that measurably reduced contractual risk
Used good coaching skills to train site engineers and Facilities Managers in contract and supplier management
Implemented an electronic e-auction system that improved purchasing leverage in competitive commodities markets
Designed, launched and established saving metrics and procurement measures of performance for UK Business Units
Created and implemented a supplier's pre-qualification procedure with excellent executive management feedback

Education and Training

- INSEAD, Negotiation Dynamics
MBA, Cranfield University
Post Graduate Diploma in Management.
Professional Certificate in Management
SQMC Certificate in Internal Auditing
City and Guilds Certificate in Process Plant Operations
Higher National Diploma in Chemistry



CV 6 - Accountant

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A highly organised, accurate and personable accountant with strong analytical, numerical, forecasting and problem-solving skills. Self-motivated, motivational, enthusiastic and enjoys a challenge. Works well as part of a team and on own initiative with excellent time management and prioritisation skills. Provides a quality service for internal and external customers as a priority at all times.

Association of Chartered Certified Accountants Professional ACCA Qualification
Trainee Accountant - XXXX XXXXXXXXXXX
XXXXXXXXXX University honours degree (2.1) Business Studies

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- Reconciled, reported and forecast Global inventory with an outstanding 95% accuracy rate on forecasts using excellent analytical and business acumen skills
Ensured financial targets were consistently met across 20+ teams in different locations by building empathy and strong relationships using good liaising and communication skills
Prepared and presented the quarterly inventory report package accurately and to strict time deadlines with consistently excellent senior management feedback
Supported the Accounts Department with advice and guidance in the preparation of the monthly Balance Sheet reconciliations expertly and efficiently
Point of contact for Internal and external audit queries and frequently approached for advice by being available and friendly
Responded to ad hoc requests for analysis of financial data flexibly, creatively and enthusiastically with consistently excellent feedback
Ensured adequate internal controls and analysis were in place with other key departments using robust accounting principles and rapport building

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- Ensured AR and AP percentages were maintained within expected US terms of 90% current as sole owner of accounts receivable and payable with regular positive feedback from senior management
Prepared monthly and quarterly end accounts for submission to US entity for consolidations always meeting strict deadlines by being highly diligent and organised
Maintained the general ledger and completed monthly reconciliations of the balance sheet accounts and set up and reconciled the monthly EMEA websites precisely and systematically
Tracked and managed key internal business groups' budgets, ensuring monthly targets are adhered to by establishing internal rapport and understanding with internal teams
Created policies and procedures and ensured they were adhered to by making them clear, logical and user friendly for the employees using them
Reconciled intercompany service agreements and ensured transactions were accurately recorded in the correct GL codes
Submitted all statutory year end accounts and all regulatory filings 100% correctly and on time



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Interim Roles

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- Solely responsible for financial transactions to/from Pacific Island Agents
- Successfully reduced total outstanding credit level and ensuring average credit days remain at a consistent level of 90% current by being persistent and focused
- Inserted weekly controls and prepared reports to analyse the status of outstanding credit for agents and Maersk financial controller
- Reconciled remittances and ensured discrepancies were logged correctly
- Liaised with internal departments (sales, operations & customer service) and global service centres and consistently ensured timely resolutions of queries occurred
- Built strong relationships with agents and global service centres in a short time frame
- Freight Cashier - ensured correct payment received before freight being realised to customers

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- As part of the project implementation team of a new accounts payable system, led the audit of the original system in place and resultant recommendations for including in the new system using good analytical and creative skills
- Merged the accounts payable system and trial balances of the Auckland and Wellington systems
- Reviewed the automatic payment schedules, creditor and bank reconciliations and staff expenses before carrying out fortnightly pay runs
- Conducted bank account reconciliations, payment runs and produced month end accounts
- Preparing weekly reports detailing cash movements and stock controls
- Processing periodic statutory returns (BAS, superannuation payments)
- Processed employee expenses, ensured they complied with established financial and procedure policies
- Credit risk analysis - assessing applications for business services
- Ensured timely and accurate payment of vendor invoices within established times and per contractual terms
- Assisted in the completion and maintenance of general ledgers

Systems Experience

Word Processing
BCC Enterprise
Number Crunchers

Data Base
Exchequer
SAP

Excel
Sage
BI (BOBJ)

Power Point
MYOB

Access
QuickBooks



CV 7 - Hospitality

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Highly experienced in the hospitality industry. Expert in managing and overseeing multiple outlets and business operations. Extensive knowledge in food and beverage operations. Dedicated, self-motivated and motivational.

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- Managed all hospitality services across 4 casinos, with consistently outstanding customer feedback, using excellent people management, organisational and communication skills with energy and drive
- Successfully delivered high volume catering services across multiple outlets (3 restaurants, 8 bars, 5 valet service areas, 4 main kitchens, 4 preparation areas and a main central stores operation) by being inspirational and motivational to the teams and building expertise, loyalty, and engagement
- Managed the hospitality turnover of £9.1m (across 4 London sites), including procuring all hospitality items up to £3.5m, and managing manpower costs of £4.1m p.a., always within budget and with very good feedback from senior management, using effective analytical, negotiating, and commercial skills
- Creative and methodical approach to delivering business strategy, project managed 6 hospitality site refurbishments in London, proactively influencing and developing the design, opening and the refurbished sites into new exciting venues
- A strong, inspirational people person who has transformed departments with training and development, led a team of 12 Heads of department's with 174 staff in hospitality, exercised leadership, demonstrated vision, empowered others to develop and has created well-motivated, loyal, and successful teams
- Drove the hospitality IT systems and functionality forward, (back and front of house) epos and fourth hospitality, developed and designed epos software reconfiguration and implemented the revised updates into the UK group, improved training to ensure the effective use for all end users
- Exceptional knowledge of Restaurant and Bar trends within City Market adapting and changing and bringing in new ideas and suggestions into the business which senior management frequently trusting and implementing my proposals and recommendations
- Implemented, designed, and developed all hospitality operational procedures into the City operation, enabling measurably increased effectiveness in the business
- Appointed staff, managed staff performance with training, development, and coaching, managed people changes in the operation and relationship building with a strong track record of recruiting and retaining high quality staff
- Driven, with highly developed interpersonal skills and exceptional customer care, interacting successfully with high end/value customers on special events and functions, promotions, and special requests with 100% positive feedback
- Used strong leadership skills, a very creative mind and a high degree of initiative with a thirst for knowledge and self-improvement
- Excellent time management skill, decision maker and an innovative thinker in commercial business using my persuasive personality, negotiated brand sponsorship agreements with suppliers, which has reduced costs throughout and forged strong commercial relationships with brand owners
- Administered and prepared hospitality operating budgets and long range financial plans, developed opportunities for costs savings, reducing material or manpower costs, but looking to improve growth in sales with promotions, marketing in the business



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- Part of a project team which implemented a new financial system which was installed companywide, comprising 45 business centres in 5 countries. Supported the training of operational staff during implementation, and maintained the system until the project was completed
- Controlled the operational costs and revenue for the hotel, overseeing the operational financial accounts and daily revenue and analysed "f and b" reporting
- Managed the 3rd party housekeeping cleaning contract, audited allowances, and analysed the month end P&L, producing the company financial report
- Hotel duty management was part of the role dealing with all guest issues in the hotel, which was great experience, covering the hotel departments.
- Supported the cost control team in the operational department, liaised with senior management team.

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- Produced daily financial report, balanced the P&L monthly account, updated weekly flash forecasts and reviewed revenue for the 3 London sites, audited allowances and checked all cashiering and floats, checked F&B spends and liaised with heads of department

Food and Beverage Controller

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- Managed all food and beverage costs across the 3 London sites covering 3 restaurants, 4 bars, various banqueting suites and 4 main kitchens, controlling products and improving procedures required for the operation, with an annual turnover of £4.3m in f&b, reducing costs, stocktaking, costing, revenue forecasting and cashiering

Training

- Employment grievances, disciplinarians and investigations
- Absence management and employment law training
- Presentation skills, Microsoft office products, Fourth Hospitality Enterprise, Epos system
- Menu Development and Engineering, plus Business Analysis
- Health and Safety, First Aid Food Hygiene, Risk Assessment
- Full Clean Car / Motor Bike Driving License
- 6 'O' levels including Maths and English



CV 8 - IT

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Successful IT Project Manager, with 12 years experience in a large unitary local authority working, on multiple projects simultaneously. A qualified PRINCE 2 Practitioner who has successfully managed many major and complex projects, of various sizes and budgets ensuring the departments' business needs are met. Excellent communication, leadership and stakeholder management skills.

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Typical projects have implemented and enhanced of software application packages from external suppliers; others are bespoke developments, technical or business change projects.

The systems implemented were of critical importance to the day to day running of the organisation, often with significant deadlines and targets for saving money or improving efficiency.

Many resulted in a change to the organisation which needs careful change management. Significant achievements include

- Managed the successful implementation of a Human Resources system for 4,500 staff including workflow, absence and web-recruitment modules using excellent project management and communication skills
- Designed and implemented training administration and self-serve modules as well as integrating payroll into the system to ensure the business benefits are realised
- Managed a staged implementation of various modules of the OLM Carefirst Social Care application including homecare, financial management and assessment, carer payments using good listening and analytical skills
- Set up and launched electronic payment system for internet, intranet and cash payments to give the public more efficient ways of making payments and increase collection rates
- Rolled out document image processing and workflow for the revenues department to streamline document management and dramatically improve efficiency with energy and determination
- Project managed stages of a major change software development project to provide online services to the public using outstanding coaching and evaluation skills
- Full responsibility for managing each project after initial decisions made through to delivery and consistently ensured systems were implemented to time and other deadlines were met
- Established strong client relationships, working closely with members of the client departments and understanding their business needs empathetically and sensitively and maintained good, effective relationships with the third party software suppliers
- Used MS Project to produce a detailed project plan, identifying milestones and stages, and to monitor the project progress
- Identified resources required at each stage and ensured resource availability when needed and ensured business process re-engineering considered to find improvements to enhance the service or the efficiency of the process
- Managed and lead project teams consisting often of non-dedicated staff, motivating them and understanding their issues to ensure progress is made
- Arranged and chaired regular project team meetings ensuring objectives met and mentored information management team members, setting clear objectives and priorities, supervised them and monitored their progress
- Assigned and reviewed tasks, managed performance, and resourcing requirements and performed risk assessment, response planning, monitoring and control throughout projects
- Managed the plan, risks and issues; proactively reporting project risk and deliverable issues that would significantly affect the timescales or budget
- Planned and managed Project Board meetings - produced highlight reports, meeting agendas and minutes - and chaired when requested
- Cost controlled and authorised invoices, monitored costs against the initial budget, using budget spreadsheet template, saving significant amounts of money by attention to detail
- Produced regular project progress reports for Management groups



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- Wrote, amended and tested programs
- Wrote specifications for programs, sub-systems and interfaces
- Managed implementation of systems – software packages and developments e.g. Community Charge system, Council Tax system.
- Supported operational systems once implementation complete

Skills

- Able to prioritise workloads and deliver to targets
- Very thorough when reading documents and following instructions
- Excellent communication skills used to effectively to gain and impart information at all levels
- Influencing decision makers, adapting communication style to suit the individual and practising effective listening
- Excellent written skills - ensure written work is professional, clear, unambiguous and grammatically correct
- Able to working under pressure to tight deadlines
- Able to act on own initiative
- Organised, methodical and pay attention to detail
- Interact well with other people, good team player and team leader
- Able to motivate team members - setting clear objectives and achievable goals
- Positive, encouraging attitude, approachable
- Diplomatic, patient, tactful
- Give effective presentations

Professional Qualifications/Skills

Microsoft Office (Word, Excel, Access, Power Point, Outlook), Microsoft Project, use of Sharepoint
ITIL V3 Foundation Certificate in IT Service Management
PRINCE 2 Practitioner Examination
PRINCE 2 Foundation Examination
HNC Computer Studies at XXXXXX College of Higher Education

Education

3 A Levels - Economics (B), History (C), Maths (E)

11 GCE O Levels

Training History

Lean Training - Practical Problem Solving, Standardisation
ITIL V3 Foundation Certificate in IT Service Management
Neuro Linguistic Programming for Managers
Project Risk Management
Communication Skills
7 Habits of an Effective Manager
Speaking and Presenting with Confidence
Meetings that Deliver Results
PRINCE 2 for Practitioners