

# johnandrews

*An ambitious Business Operations Manager  
who has a track record of exceeding targets.*

Dayjob Ltd  
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A high flying Business Operations Manager who has the ability to operate and communicate effectively within a large and diverse organization. John has a high visibility and high availability method of managing operations, and is more than able to manage multiple complex business or financial operational processes. He also has the technical knowledge and experience to be able to support a businesses IT requirements. He is currently looking for a suitable position with an ambitious and exciting company.

## Sales Achievements

Jul 2011- Present  
Reduced costs by \$250,000

Feb 2010 - Jul 2011  
Sales Target: \$2 M  
Sales Achieved: \$2.4 M

Aug 2009 - Feb 2011  
Sales Target: \$3 M  
Sales Achieved: \$4.7 M

## Previous Clients

Coca Cola  
Ford Motor Company  
Microsoft  
Dunkin Doughnuts  
Start Up Company  
Hyatt Hotels

## Areas of Expertise

Financial Administration  
Goal Setting  
Communication Skills  
Team Engagement  
Cutting Costs  
Marketing Plans

## EMPLOYMENT HISTORY

**BUSINESS OPERATIONS MANAGER - *Insurance Company*** Jul 2011- Present  
Responsible for making sure that all resources are managed and directed to ensure effective business operations. Also in charge of establishing and maintaining the roles and responsibilities for departmental personnel.

### **Duties:**

- Making sure that operational work progresses satisfactorily.
- Reviewing on a daily basis all KPI information relating to the performance of each department.
- Ensuring that all areas of financial loss and investigated and reported.
- Deputising for the Group Operations Director.
- Managing a portfolio of global insurance programmes.
- Providing input into annual and multi-year insurance strategies.
- Ensuring compliance with regulatory, governance and internal processes/procedures.
- Liaising closely with legal team and external legal expertise in handling all claims.
- Devising, developing and implementing insurance policies, systems and procedures.

SALES MANAGER	<i>Web Design Company</i>	Feb 2010 - Jul 2011
SALES EXECUTIVE	<i>Manufacturing Company</i>	Aug 2009 - Feb 2011
TEAM LEADER	<i>Distribution Company</i>	May 2007- Aug 200

## KEY SKILLS AND COMPETENCIES

### **Business Operations**

- Creating documentation which clearly presents business requirements and technical specifications.
- Ability to prepare and analyse budgets and control expenditure.
- Highly numerate with the ability to understand and analyse performance and make effective decisions to ensure KPIs are delivered.
- Ability to think and work quickly, calmly and politely whilst under pressure.
- Making sure that working conditions are transparent and efficient.
- Experience of working in an international environment.
- Strong project management discipline.
- Able to think on my feet whilst maintaining attention to detail.
- Manage conflict effectively and effectively challenging all antisocial activities.
- Team management experience.
- Able to deal professionally and credibly with the general public.
- Developing individuals to realise their full potential.

## ACADEMIC QUALIFICATIONS

**Birmingham North University**      **2004 - 2007**  
Marketing      BA (Hons)

**Birmingham South College**      **2003 - 2004**  
A Levels: Maths (B) English (A) Physic (C) Geography (A)

**REFERENCES** – Available on request.



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