

Stephen Thomson

Business Operations Manager

AREAS OF EXPERTISE

Business Growth

Operational Excellence

Customer Satisfaction

Continuous Professional Development

Problem Management

Client Participation

HR Issues

Technical Resource Management

PROFESSIONAL

MBA

French speaker

German speaker

PERSONAL SKILLS

Entrepreneurial spirit

Persuasive & articulate

Relationship development

Influencing skills

PERSONAL DETAILS

Stephen Thomson
Dayjob Ltd
The Big Peg
Birmingham
B18 6NF
T: 0870 061 0121
M: 0087 222 9999
E: info@dayjob.com

PERSONAL SUMMARY

A self-starter, with bags of energy, who is always leading the team from the front and who is not frightened to take the initiative. Nigel has the ability to work independently in an environment of change, challenge, multiple deadlines and priorities. He has extensive experience of Business Operational matters and is passionate about supporting individuals and businesses to excel. As a high achiever who has a successful record of delivery and exceeding targets, he can be relied upon to cut all unnecessary costs and hit all goals set for him. He is an outstanding individual, eager to deliver excellence at every opportunity, and right now he is looking for a suitable senior managerial position with an exciting company that is looking to employ individuals of the highest calibre.

CAREER HISTORY

Insurance Company - Coventry

BUSINESS OPERATIONS MANAGER April 2009 - Present

Responsible for meeting all relevant statutory and mandatory requirements associated with operations and for working within the framework of the company's core values, as well as promoting its ethos and mission statement.

Duties:

- Overall responsibility for short/medium term planning and organisation of all resources.
- Developing and managing interdisciplinary teams for multi-party projects.
- Participating in the sales process by identifying business development potential.
- Writing up reports on business operations for the executive staff.
- Attending regular progress meetings with Senior Managers and Directors.
- Creating a positive culture where the work can get done.
- Identifying and managing risks, issues and dependencies.
- When appropriate, provide operational cover for absent Senior Managers.

Mortgage Broker - Manchester

ASSISTANT MANAGER May 2008 – March 2009

KEY SKILLS AND COMPETENCIES

Business development attributes

- Establishing and implementing goals and objectives.
- Knowledge and understanding of the financial information technology.
- Proven track record of developing and implementing business strategies.
- Having a mature approach to set-backs.
- Awareness of and sensitivity to cultural diversity.
- Sharing knowledge and expertise in a highly professional manner.
- Decision making in a pressured, commercial driven environment.

ACADEMIC QUALIFICATIONS

Birmingham North University 2005 - 2008

Business Operation sManagement BA (Hons)

Birmingham South College 2003 - 2005

A Levels: Maths (B) English (A) Physic (C) Geography (A)

REFERENCES – Available on request.