

Profile

- Experienced, high energy executive with expertise in business development and change management and the ability to deliver cost savings and improvement to operational efficiencies across all business functions.
- Qualified six sigma black belt with experience in the design and delivery of management training programmes incorporating lean and six sigma to enhance skills and maintain operational development.
- Results driven Professional who has combined planning, technical and residential skills, with the flexibility to adapt to different environments and markets.
- Consistently works to the highest professional standards, working autonomously and as part of a team in delivering completed assignments, tasks and projects.
- Extensive experience and expertise in business analysis, process re-engineering, management of change management and business development projects for UK and EU business
- Creative flair and versatility aid in planning and implementing strategies to enhance and develop both new and existing business relationships and projects.

Objective

Having made his own way to senior management, he is actively seeking a position within a dynamic business environment requiring a talented project manager and gifted commercial leader to develop people and processes offering challenges that really stretch his abilities and allow for further development and progress.

Achievements

Connaught plc

- Reduced role titles from 382 to 84, culminating in a rationalisation of the Regional Operational Structure into 84 roles and informing some 6000 staff of role title modifications.
- Identified 15% gains in operational efficiency following introduction of a process hierarchy framework supporting the business efficiency programme.
- Facilitated workshops to map and review processes using Lean management techniques to drive competencies.

Orange plc

- Delivered £11m of savings through the development of six sigma project managers' and multiple continuous Improvement projects running across the UK business between October 2007 and July 2008.
- Streamlined Customer Relations operations and merged 3 sites to 1, reducing headcount through necessary redundancy and the redeployment of staff to relevant business functions.
- Completed a full business review and implemented the improvement and change programmes needed increasing overall Customer Satisfaction and Offshore Agent satisfaction levels by 9 % and 6% respectively.

Darlington & Peterlee

- Increased the inbound team's new business performance to 30% from 21%.
- Re-engineered and developed customer billing processes increasing customer satisfaction and improving the management of billing issues
- Project managed the development and implementation of the Orange Retail smartform solution reducing waiting time in retail stores and call centre queues by 20%

Professional Expertise

Change Management

- Merged Customer Operations migrating processes and people from 3 sites 1 successfully managing personnel redeployment and redundancy processes for Orange in Peterlee and Leeds.
- Designed and implemented procedures and management processes standardising change management across the UK Business

Business Development

- Ramped up performance in across Orange UK and Offshore inbound and outbound teams ensuring sales and customer service target achievement.
- Managed the cross network Mobile Number Portability forum with Vodaphone, O2, T-mobile and 3 working to improve business process and services by sharing best practice.
- Completed in depth business reviews identifying key issues and facilitating the development and implementation of continuous improvement projects, results include the increase of overall customer satisfaction levels to 78.6% from 71.7%

Succession Planning & Management

- Created and managed the implementation and continuing development of the Customer Experience Manager role across the UK focusing the business on Customer Satisfaction in the social housing market.
- Improved and created management training programmes and support enabling career progression and supporting development within the role.

New Business Methods

- Created and implemented the action plan and toolkit improving processes and management of the 2009 Employee satisfaction survey.
- Introduced a governance model and developed the relationship with 2 offshore outsource partners to achieve a 9% improvement in Offshore Agent satisfaction levels, to allow self directed development and maintain progress.
- Rolled out the individual agent level customer satisfaction measurement (ASat) for 4500 UK and Offshore agents delivering significant improvement across performance, ASat rating now makes up 25% of the overall agent performance agreement.

Systems and Processes

- 15% gains achieved in operational efficiency following the introduction of a process hierarchy framework and completion of supporting workshops and review processes
- Implemented lean management techniques to drive up efficiency across business functions.
- Led the implementation of Itrent software improving the management of all HE and salary information for 10K employees.

Products and Services

- Designed and delivered the Account Review process to improve customer account manage, enable rapid issue resolution and to create service packages which meet customer needs and represent best value.
- Reduced instances of regulatory non compliance and complaints received by regulatory bodies by 15% through the development of relationships and communication channels with both CISAS and Ofcom.

Marketing

- Developed and managed the relationship with the France Telecom Process Improvement team and utilised a strong position in industry forums to promote and gain support for the group's continuous improvement strategy and planned developments.

Training & Development

- Delivered the training programme for 61 delegates ensuring achievement to Green Belt level in both Lean and 6 Sigma on behalf of Orange UK and Orange Business Services International.
- Developed and implemented the Continuous Improvement toolkit for Orange UK providing toolkit training to business improvement teams to create a consistent approach to change management processes for UK business

Commercial Management

- Broad budget management skills with experience of managing site operational budgets up to £16.1million pa.
- Set and controlled budgets for IT, continuous improvement and change management projects.

Career History

Connaught PLC	2008 – Present
<i>Customer Experience Development Manager</i>	
Orange UK	2005 – 2008
Orange UK employs 10k people and provides Mobile and Broadband services	
<i>Improvement and Process Manager</i>	2007 – 2008
<i>Customer Relations Manager</i>	2005 – 2007
Darlington and Peterlee	2000 – 2005

Contact Centre Manager	2004 – 2005	
Head of Process	2000 – 2004	
Co-operative Bank, Personal Customer Services, Stockport		1996 - 2000
Team Manager	Dates??	
Senior Team Manager	Dates??	
Post Office Counters Ltd North West region		1984 – 1996
Cash, Stock and Coin Manager	Dates??	
Postal officer	Dates??	
Her Majesty's Inspector of Taxes, Bolton		1982 – 1984
Clerical Assistant		

Education, Training & Development

- Six Sigma Black Belt – accreditation from www.servicesltd.co.uk
- Strategic Development for Orange Senior Managers - Cranfield University
- Orange Senior Managers development programme - Ashridge Management school
- 5GCE "O Levels" English, Maths, Physics, History, Economics

Other Details

IT Skills

- Experienced user of Microsoft Vision, MINITAB and similar software and online tools.
- Fully conversant with Microsoft Office Word, Excel, Access and Outlook.
- Conversant with numerous industry specific software including smartform and Itrent.
- Project management skills and implementation skills.

Drivers' License

Full, clean British drivers' licence and car owner

Interests

Enjoys all kinds of sports, keeping fit, is learning to play the acoustic guitar and takes in pleasure in keeping a close and happy family unit.

References

Available upon request.