**personal summary**

A British Operations Manager with experience across a number of industries, with robust interpersonal, administrative and customer facing skills. An approachable leader armed with the skills necessary to build, motivate and develop successful teams, identifying growth and training opportunities to strengthen both employees and the business. I am a strong administrator, with the ability to react quickly to the ever-changing business landscape, and have a proven track record of achieving targets in a dynamic and complex business environment; whilst managing operational and budgetary constraints. I am a proven influencer and negotiator, who possesses a deep understanding of the legal, regulatory, information security, and compliance requirements.

I am now looking to respond to new challenges and opportunities in the Middle East and develop my personal and professional knowledge.

**Employment history**

**[Jul ‘14 – Present] Estate wll, Bahrain**

***Head of Maintenance Department***

* Brought in to move business into next phase and facilitate expansion, whilst overseeing a team of technicians and supervisors.
* Overhauled and implemented departmental policies, goals, objectives and procedures.
* Ensuring cost and credit control are constantly improved by creating, managing and analysing performance data and other information.
* Produced the ‘Operations & Procedures’ manual, standardising the processes across the department, ensuring maximum operational and administrative efficiency.
* Worked closely with board of directors to create business strategy, as well as constant work toward compliance with environmental and health and safety goals and objectives.
* Administration duties, ensuring all property records were maintained, reviewed and updated. Also creation of weekly and monthly reports to log the progress of the department.
* Logistical management, ensuring efficient use of resources and cost management.

**[Dec ‘12 – Jan ‘14] Trading, Bahrain**

***Operations Manager***

* Short term contract to manage the back office as the business began a process of diversification, opening several new revenue streams and departments.
* Established and implemented departmental policies, goals, objectives and procedures.
* Ensuring cost and credit control are constantly improved by creating, managing and analyzing performance data and other information.
* Produced both the company profile and ‘Operations & Procedures’ manual, standardizing the processes across all departments, ensuring maximum operational and administrative efficiency.
* Worked closely with senior management on creating ‘best practice’ strategy, as well as constant work toward compliance with environmental and health and safety goals and objectives.
* Organising and managing new and old business relationships, including the setting up of international agency agreements and negotiating contracts, balancing risk vs. reward.
* Administration duties, ensuring all customer and employee records were maintained, reviewed and updated. Also creation of weekly and monthly reports to log the progress of the business as a whole and by department.
* Bringing in new leads, contacting and meeting potential customers, and finalising sales.

**[May ‘09 – Sept ‘12] Bahrain & KSA**

***Rental & Operations Manager – Bahrain/Saudi Arabia***

* Maintaining a fleet of up to 50 machines in Bahrain and 700 in KSA, ranging from 8 meter scissor lifts to 43 meter booms. All machines offered to provide safety solutions to working at height.
* Overall operational responsibility for the business, overseeing a team of upward of 50 employees and using strong people management skills to manage and motivate staff on an individual and team level.
* Lead an overhaul of procedures and policies after a change of management as the business grew and existing procedures became outdated and unable to meet the challenges of a higher work load.
* Successfully coordinating the activities of the various departments, including hiredesk, administration and sales teams, as well as working closely with the service manager, to ensure the fleet is maintained, and upcoming orders are filled.
* Building business relationships with existing and potential clients in order to provide the best possible equipment and service for their individual requirements.
* Organising the maintenance, delivery and collection of machines as necessary.
* Comfortably worked with co-workers of all levels to bring an excellent approach to problem solving and developing business process, whilst ensuring all employees had the training required to grow within the business.
* Implementation and maintenance of daily, weekly and monthly reports, ranging from daily attendance to KPI’s, SWAT Analysis and budget projections.
* Worked closely with the Sales Director/Country Manager and Senior Management at Head Office to continually plan budgets, capacity and capability. This covered staffing needs, equipment requirements, financial restraints/projections and equipment purchase/retirement.

**[Aug ‘07 – Feb ‘09] Automotive, Leicester**

***Automotive Recruitment Consultant – South of England***

* Sourcing, interviewing, referencing and placement of automotive vacancies on a national basis.
* Account management of several large contracts all over the south of England.
* Maintenance of the good working relationship between the company, the worker, and the customer.
* Administration duties, ensuring all worker records maintained, reviewed and updated. Also creation of weekly ‘plans’ to log workers hours, pay/charge rates, holidays, sickness etc.
* Ensuring all KPI’s are met and adhered to, as well as reporting to senior management on a daily, weekly and monthly basis and meeting strict deadlines.
* Cold calling new leads and building good working relationships with potential customers in order to bring on new business.

**Summary of qualifications**

* x3 A-LEVEL’s (Business, Biology, Design)
* BIIAB National Certificate of Licensees – Level 2
* Basic & Intermediate Health & Safety (Incl. First Aid)
* UK & Bahrain Driving Licence
* IPAF – Powered Access License (PAL)
* Basic & Intermediate Food Hygiene
* Foundation Art & Design
* Foundation Access to Music
* NVQ L3: IT
* Young Enterprise: Distinction

**interest/ hobbies**

* Set up, play for, and manage an 8-a-side football team called the Jurassic Juniors in the Bahrain Expat League. Responsible for all aspects of running the team, including purchase of kits, recruitment of players, maintenance of our website and facebook pages, finding sponsorship and organizing players for games and social events.
* Sports & Section Member on the Exectutive Committee of The Brittish Club Bahrain.
* Drummer/musician, currently in the process of starting a new band to perform covers at various venues around Bahrain.
* Keen artist, working mostly in line and paint.

**First Name of Application CV No:** **1706112**

Whatsapp Mobile: +971504753686

