**Mark Smith**

Watford

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**PROFILE:**

An experienced Senior Manager with an in-depth knowledge of developing and managing a business and its people to their maximum potential, with the ability to think on his feet and make quick decisions without hesitation. Accomplished at working at board level with a diverse range of internal and external stakeholders across both private and public sector organisations, ensuring that effective methods are put into place so contracts run to maximum productivity. Focuses on the importance of interpersonal relationships to harness a working environment which encourages team work, energy and creativity.

**KEY SKILLS:**

* Exceptional organisational skills with the ability to multitask
* Experienced in managing data to develop the overall business strategy (of salesforce)
* Effective communicator, both verbally and in written form
* A comprehensive knowledge of quality assurance principles, methods, design, testing and implementation
* Dynamic leadership and supervisory skills, with highly developed interpersonal skills
* Excellent problem solving skills, accompanied with good judgement and decision making
* Demonstrates effective teams management skills that motivates and inspire achievement
* The talent to coordinate with multiple departments within a matrix structure
* Outstanding project, planning, change and time management capabilities
* Innovative and flare for driving change

**KEY ACHIEVEMENTS:**

* Effective implemented a franchise model within a 3 month time frame
* Delivering and managing in excess of £15 million pound contracts
* Targeting and winning new business, compilation and submission of quotations, tender responses and presentations to stakeholders
* Designed, developed and monitoring of new and existing projects and schedules in accordance with contractual and legal obligations
* Career progression within Seetec – from Employment Consultant to Operations Director within 5 years
* Implementation and delivery of multiple complex work contracts, whilst developing future improvements
* Enhanced performance across multiple contracts to deliver world class service
* Developed 2 contracts that saw a minimum 30% increase in overall income

**CAREER HISTORY:**

**2016 – Date Self Employed Operations Management Consultant**

* Reputable leader and strategic developer with a successful background orchestrating start-ups as well as elevating organizational performance through skilful restructuring
* Formulate business decisions and impart confidential project support.
* Experienced in consulting on long term and short term projects.
* Able to understand and energise others.
* Ability to negotiate at all decision-making levels.
* Resolute relationship building skills.
* Can think, talk and act commercially.
* Experienced in providing objective advice.
* Formulating recommendations and solutions.
* Able to quickly identify problems and weaknesses that afflict a business.
* Developing and writing robust business plans.
* Ensuring excellent customer service delivery at all times.
* Working within a team to manage the budget and achieve targets and incentives.
* Conducting workshops.
* Delivering business change.
* Visiting clients on site.
* Shaping initiatives through idea generation and also developing proposals.
* Providing clear, timely and effective management information to senior managers.

**2014 – 2015 Global Head of Corporate Relations,** **Quintessentially Lifestyle**

Responsible to the Chief Executive Officer

* Strategic, budgetary and operational responsibility for a number of contracts, with an annual turnover in excess of £12m.
* Inspire, build and develop the best talent within each corporate account.
* Owns the relationship for each corporate account, ensuring all active offices deliver within the service guidelines which included overseas travel.
* Manage the P & L for each corporate account and looks at commercial opportunities to increase revenue in conjunction with the Chief Executive Officer.
* Expanding strategic opportunities ensuring best practice operates across all corporate accounts.
* Has an in-depth knowledge and understanding of delivery requirements on all corporate account in order to ensure that the teams are providing the best service at all times and delivering on agreed SLAs.
* Communicates with local offices in order to ensure all teams are fully engaged and briefed on each corporate account, focussing on exceeding financial benchmarks.
* Brand Ambassador, attending regular meetings with luxury brands such as Ferrari and Channel ensuring service fulfilment.
* Analysis of all the metrics for each corporate account to ensure delivery to SLA levels.
* Identify opportunities for account growth within worldwide market.
* Direct the corporate account managers to ensure increased usage from Members of the Lifestyle service.

**2003 - 2014 Operations Director, Seetec**

Responsible to the Chief Operating Director for:-

* Strategic, budgetary and operational responsibility for a number of contracts, with an annual turnover in excess of £14m.
* Established an ethos where all targets were exceeded in regards to contractual profiles
* Exceeding customer satisfaction at all times through scrutiny of customer feedback, and using this to improve service delivery
* Operating the business to the highest standards in line with the companies vision, mission and values
* Ensure each contract operates in compliance with all legislation and DWP requirements
* Adhering to H.R procedures across all regions when dealing with disciplinary and performance management tasks in a timely and effective manner.
* Pro-actively developed a succession plan.
* Observer that all agreed control procedures and processes are followed by all staff
* Conduct appraisals for all direct reports on an annual basis
* Agree objectives in line with business priorities and values, and ensure Manager’s carry out appraisals with their teams
* Comply with statutory and legal requirements for Health and Safety and Fire regulations
* Managing, supporting and monitoring sub-contractors to ensure delivery satisfies the appropriate quality and contract performance targets
* Conducting audits to monitor quality and compliance
* Implementing measures to provide motivation for employees
* The preparation, revision and submission of reports, budgets and other documentation.
* Communicating information to the departments filtered for management
* Performing training sessions

**1995-2003 Counter Manager, Barclays Bank PLC**

**LEISURE INTERESTS:**

Coaching athletics, School Governor, supporting local youth football, gardening