

Arthur Sixpence

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Self-motivated and organised Operations Leader with experience in procurement, sales and operations. Strengths are through a practical and resourceful approach solving problems in a common-sense manner. Has a passion for delivering good customer service with an excellent eye for detail, using initiative and making sure that all aspects of a job are completed to a high standard. Has developed skills in managing sensitive situations with a strong belief in confidentiality and fairness when dealing with people and business. Supportive, friendly and now looking for an interesting role.

Key Skills:

- Experienced in business planning, team management, setting priorities and achieving sales and profit targets
- Experienced in managing inventory and suppliers
- Competent user of Microsoft Office including Word, Excel and Outlook
- Planner, organiser, high levels of accuracy and completes tasks on time
- Trained to develop more respect and less conflict in the workplace
- Represented employer at exhibitions and trade shows

Areas of Good Achievement

Customer and Supplier Focus:

- Approachable and easy to talk to, has a sound understanding in achieving a fair balance between customer and employer needs.
- The 'go to' person to resolve problems and for a wide range of procurement information and advice in the supply chain service.
- Has developed good working techniques in dealing directly with suppliers, their information, performance and confidential situations when working with Government departments such as MOD
- Managed supplier performance within SLA criteria: ability to serve and resolve problems for customers and suppliers often in difficult situations
- Expedited customer orders through balancing lead times, availability of inventory and priority demands
- Procured directly site services using a Preferred Supplier List for utilities, contractors for maintenance and repairs on site and consumables for the offices

Communicating and team working

- Managed the recruitment of small teams: advertising, interviewing and selection recognising Employment Legislation, best practice and fairness through the process. Good levels of staff retention achieved
- Effective high standards of verbal and written communication skills, able to communicate effectively with people at all levels and adapt to their particular needs providing the appropriate level of clear and concise information
- Worked as a PA for Senior Managers: dealing with written, telephone and face to face enquiries from a wide range of people
- Worked in HR dealing with the wide range of employees matters: confidentiality, and often in sensitive situations

- Experienced at representing employer at meetings, interviews and forums of external bodies. Represented the Company at Trade Fairs and Exhibitions: promoting and meeting

Planning and working in a Changing environment:

- Track record of delivering high standards within a changing busy office environment: has worked through several mergers, changes in process and systems, leadership teams and priorities
- Adaptable and willing to learn
- Proactive at using experience and knowledge to input into projects to introduce change to the business and to improve working practices and the customer experience: arranged for suppliers to come and meet the UTC team and discuss all problems to be resolved.
- Improved Supplier relationship through building trust and openness in business information exchanges and support

Career History

Various Short-term Contracts		2014 - 2019
DEF Railways	Sales and administration	2007 to 2014
ABC Supplies	Buyer	1998 to 2007
XYZ Security Ltd	Operations Assistant	1985 to 1998

Qualifications & Training

Annual Technical Compliance training:

Anti-bribery & corruption, International Trading Laws, Export controls and Compliance,
 Understanding Company Ethics and Compliance programme
 Economic Trade Sanctions and boycott management
 Treating Suppliers fairly

Working with Others and developing a good work environment:

Respect in the workplace
 Avoiding retaliation and promoting communication
 Resolving conflicts of interest Creating Harassment free workplace

Information Handling:

Data Protection Act and record retention policies
 Intellectual Property legislation
 Responsibilities in financial reporting

Regular updates in Microsoft Office – Excel, Word, Outlook.

Educated to GCE/CSE 'O' level standard with 10 passes including Maths and English. Followed by a Business Studies course for Office support services

Personal

Keep fit with yoga, pilates and walking.
 Enjoys travel for cultural and historical learning.
 Pastimes: Horse riding, gardening and fun with family and friends