

# Nigel Brookes

## 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 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.
- A awareness of and sensitivity to cultural diversity.
- Sharing knowledge and expertise in a highly professional manner.
- Decision making in a pressured, commercial driven environment.