Jack Keene| Performance and Operations Manager

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Personal Profile

A performance and operations manager specialising in reporting automation with Python and Excel (VBA) to drive efficiency within a high pressure operational environment. Utilises excellent communication skills to engage a wide range of stakeholders, technical and non-technical, whilst building relationships to deliver sustainable results. Demonstrates strong problem solving capabilities to deliver creative business solutions.

Employment History

Nissan Motors Great Britain (NMGB)
Performance and Operations Manager | August 2019-Present
Operations Analyst | November 2017- July 2019

Reported to the National Aftersales Manager holding responsibility for reporting and automation across aftersales department utilising Python and Excel (VBA). Performance accountability for aftersales and service departments for all Nissan franchise dealerships in Northern Ireland.

- Using Python, transformed reporting function of aftersales operations department with a focus on data transparency, repeatability and efficiency to drive effectiveness and trust in reporting.
- Reduced duplication of work by bringing ownership of data into a central head office team, whilst ensuring greater reliability of the data driven actions being made by field consultants.
- Coordinated a project to bring all cross-functional scorecards 'in-house', using my methodology across the business, cutting agency costs by £24k per year.
- Designed and project managed online performance tracker to improve engagement in rewards programme for franchise dealer partners.
- Encouraged a 'question everything' mentality whilst line manager to operations analyst, which led to the development of a new ordering process.
- As an aftersales performance consultant, delivered exceptional performance of key KPIs across Northern Ireland franchises, including customer quality score at 8% above target, and exceeding overall parts purchasing targets.

The NCIs -Church of England (Contract)
Strategy Analyst| May 2017-October 2017

Reported to senior strategy consultant with an objective to collate and analyse internal and government published census data. Identifying key focus areas for the Church of England's funding streams.

- Used Excel to analyse local attendance figures, financial information, census data (deprivation, age profiles, demographics etc) from local areas to produce 'strategic context' presentations for non-technical stakeholders. This work fed into funding applications for new programmes within the Church of England.

- Produced an audit of the Church of England Learning Community websites to find out what was being hosted and who was using the sites (Google Analytics). Advised on content to migrate to the new website.
- Identified key sub groups of communities across England that have potential to learn from each other (e.g. coastal towns, post-industrial towns, rural market towns.) where previously, geographical boundaries may not have allowed.

The Salvation Army
Data Manager| July 2016- May 2017

Worked independently to check and correct missing, and incorrect data in a live database as well as using SQL to produce reports for analysis by management.

- Used SQL to find and correct errors within the data.
- Assisting with testing of the main database and identifying faults within tight time constraints.
- Working alongside the final year of my degree demonstrating strong time management skills.

The Department of Health
Data Analyst| August 2014- August 2015

Reporting to the senior operational researcher to provide analytical support to policy makers in public health, utilising large sets of very sensitive data.

- Presented findings from a 5-month long project at the monthly meeting of all (approx. 150) DoH analysts. The project was a multi-linear regression analysis piece looking at how deprivation affected the likelihood of people to have certain medical procedures.
- Led a research project on occupational health provision in the workplace, liaising with key stakeholders (President of the Faculty of Occupational Medicine) to determine policy recommendations.
- Data validation and extensive analysis on Kantar Worldpanel food trends dataset. This included finding 18,000 errors and producing a VBA programme to automate a large chunk of the analysis, saving the department approximately 4 days a year of repetitive work.
- Providing ad hoc data analysis day to day in between larger projects.

Academic Qualifications

University of Greenwich 2012-2017
Mathematics with year in Industry
First Class mark

A-Levels 2010-2012
Mathematics (B)
Art and Design (B)
Biology (C)
Chemistry (AS level) (D)
310 UCAS Points from AS and A levels, 435 in total

Other Qualifications
Level 1 award in Sports Leadership
Grade 7 Guitar (Merit)
Certificate of Personal Effectiveness

GCSE's 2008-2010
13 GCSE grade A*-C, 8 A*/A including Maths A* and English B