



Dennis Knox

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Objective

My aim is to progress further in the field of office management. Having worked in a senior management role in a small company I feel I am ready to take on a bigger challenge.

Experience

RedRaptor Consultancy LTD – January 2015 – Present

I am currently the Business Manager at a start-up, Red Raptor Consultancy. It is my job to ensure the smooth day to day operation of the company.

I attend clients businesses and watch how they work, consulting them on better ways of working. Once I have viewed their processes I submit a report on how they can optimise their business and, ultimately, save money.

When I am not out visiting clients, I am responsible for cultivating clients, compiling Tech Briefs/Specs and issuing all quotes.

When a contract is won I manage the project from start to finish. From working with the designers to sending out the final invoice I cover all bases (the perks of working in a small company!).

A lot of my day is spent talking to clients, establishing their needs and managing projects. I speak to clients face to face, over the phone/skype, via Skype and through IM on Slack.

I also handle the management of our suppliers such as designers, out sourced developers etc. I ensure that they work to an agree schedule, that the work is completed to a high standard and offer input where necessary.

Recently I have taken on board the role of managing an IT apprentice. I manage them day to day while teaching them new aspects related to their chosen field.

On top of this I manage the companies Social Media, the website and public image of the company.

Most recently I managed the construction of our new offices. I placed orders for materials, liaised with contractors and ensured work was carried out to spec, time and within the budget.



AyeClean LTD/Maiden Cleaning LTD July 2013 – December 2014

During my time at Maiden Cleaning LTD (formally AyeClean LTD) I ran the day to day operations of the company. Although I was hired as the business manager I ended up taking a lot of the admin duties too. The experience I received was far reaching and I have listed some of my task below:

- Managed a team of 8 members of staff and 120 clients. Carried out quarterly appraisals, handled disciplinarians/dismissals and created the staff handbook.
- Created daily, weekly and monthly schedules factoring in flexible working patterns/holidays/sickness.
- Calculated payroll (including Tax, National Insurance and Wage Arrestment Calculations)
- Managed the stock levels and stock room/head of purchasing.
- Lead local and regional marketing campaigns. This meant creating the campaign, sourcing designers and materials (flyers, business cards etc). Created several successful campaigns which were invaluable in boosting the company's revenue.
- Ran the social media sites for the company
- Handled HR including recruiting and interviewing any potential new hires.
- Dealt with clients over the phone, in writing and via email.
- Created and issued all invoices.
- Managed the website, created content including marketing images and ensured it was up to date.
- Handled all day to day data entry ensuring that the system was up to date. Failing to do so would stop us from correctly billing clients, impact the diaries and general have a negative impact on the day to day running of the company.
- Arranged and led all meetings with investors, advertisers, suppliers and potential clients.



Scottish Widows PLC May 2006 – July 2013

The work I have carried out at Scottish Widows has been varied. The key tasks were:

- Call Handling (~60 calls per day)
- Complaint Resolution
- Lead a working group for a major new system being implemented
- Lead projects to cut costs, improve ways of working/efficiency and improve Customer Experience including successfully justifying the cost of changing a letter which was priced at £30,000.
- Mentoring and Coaching new and existing staff (one on one and with groups), often at short notice.
- Become Subject Matter Expert for the department on Protection for Life
- Chaired monthly interdepartmental meetings and presented data to senior management
- Ran data capture to indentify the impact of on going problems. I would then asses whether or not if would be worthwhile
- Trained new starts on subjects ranging from Call Redirection to Cancelling Contracts
- Trained Call Handlers on the Gender Directive changes in November 2012
- Conducted presentations and held team meetings, daily huddles and covered for my Team Manager while they were out of the office
- Fully accredited in Quality Checking
- Several of my ideas for change are under review with the aim of implementing them in 2013.



Vooval Ltd Jan 2010- Present (Voluntary)

Freelance copywriting and web development work done for Vooval as and when required. Corporate articles and supporting content provided for several businesses. One example is that I carried out content management for a Taxi Firm who needed several websites updated. Most recently I laid out a website for a well know Radio personality and assisted with the social images on a high end jeweller's website.

Telewest (now Virgin Media) January 2006 – April 2006

General call centre duties including updating client records, billing enquiries, up selling new products, upgrading and downgrading TV/Phone/Broadband packages. Working at Telewest gave me a solid background in Telephony based customer service.

Dalhousie Castle Hotel and Spa June 2001 – January 2006

My roles at Dalhousie were varied depending on the needs of the hotel. I worked across Housekeeping, Portering, Silver Service and in the bar. I was also given the responsibility of running the housekeeping department on several occasions. This has given me a great background in Customer Service as I was working face to face with clients daily. It also gave me experience of management within a dynamic, high pressured environment.

Interests

In my free time I enjoy writing articles for websites. I also enjoy spending my time playing video games, reading and socialising. I have volunteered for a local youth group on several occasions. I also have a passion for learning I try to learn something new at every opportunity.

Education History

Jewel and Esk College

HNC in Computer Technical Support

Lasswade High School

2 Highers – Computing and Media Studies

8 Standard Grade including a 1 in Computing Full grades can be produced on request

Additional Qualifications

SNVQ Level 3 – Customer Service
Full UK Drivers License

References

Available on request