

Owen McCabe

www.owenmccabe.co.uk

07923222136

owenm100@gmail.com

Professional Profile

Skilled Business and Operations Manager in financial services with a strong interest and a technical knowledge of website development and the relevant technologies. Career progression in effectively leading managers and teams, as part of an operation of over four hundred people to high standards, whilst driving continuous change to deliver the best possible outcome for customers and other stakeholders.

To support this application and CV I have coded, using VS Code, the fully responsive website **[owenmccabe.co.uk](http://www.owenmccabe.co.uk)** utilising semantic HTML5, CSS3 and JavaScript utilising Git for version control and Mozilla Firefox and Google Chrome Developer tools for debugging.

Core Skills

- Leadership & Management
- Project Management
- Problem Solving
- Technical knowledge of the web
- Analytics & Planning
- Communication

Career Summary

May 2018 - Present Santander Operations
Remediation and Rectification Business/ Operations Manager

- Managing and operationalising new processes and projects from inception to delivery;
- Leading and managing operational teams to achieve KPIs and SLA's in a continuously changing, regulatory environment. Ensuring that appropriate resources are in place to achieve SLA's through cross training and recruitment whilst maximising opportunities through innovation for process improvements;
- Identifying clear actions, planning and monitoring to ensure continuous improvements are made and standards are consistently raised;
- Ensuring all teams achieve operational and quality targets and taking appropriate action to improve performance where the need is identified;
- Effectively leading the business area to deliver a consistent customer experience efficiently and accurately;
- Identifying trends and patterns that impact quality and ensuring appropriate action is taken to ensure a strong customer outcome;
- Taking personal responsibility to minimise or mitigate business risks; and
- Implementing agreed development opportunities for teams and identifying successors for all critical roles, whilst ensuring personal development to deliver the requirements of the role.

Key Achievements

- Devised and managed a Process Automation Solution that has saved over £2 million and increased departmental quality and productivity;
- Managed a Vulnerable Customers process within the operation which achieved successful audit results;
- Managed multiple stock reduction plans of over two hundred thousand items; including process development, resource allocation and ongoing inflow forecasting and tracking.

Jan 2016 – May 2018 Santander Operations
Remediation and Rectification Team Manager

- Making operational decisions, identifying and managing risks and applying effective solutions to avoid detrimental consequences;
- Ensuring KPIs of the team are met and taking developmental and management action with members of the team who are not achieving KPIs;
- Supporting senior staff with operational knowledge, managing projects with regulatory and legal control;
- Ensuring the team is continually developing through team meetings and individual development plans; and
- Continually reviewing teams procedures to ensure they are meeting the requirements of customers and stakeholders.

Key Achievements

- Worked collaboratively with developers to produce a user interface for archived data systems which allowed for more efficient processing of customer data.

Jun 2015 – Jan 2016 Santander Operations
Remediation and Rectification Subject Matter Expert

- Floor-walking, supporting the team, pre-checking the work of less experienced staff, monitoring and mentoring effectively to ensure continual improvement and ensuring an expert level of process knowledge;
- Responsible for running the Academy Training Process; supervising groups of new staff from the outset of their role; answering technical questions; managing and coaching their early development reporting individuals' progress and making recommendations on their future direction; and
- Performing redress calculations in line with Financial Ombudsman Service regulations.

Key Achievements

- Developed and created the Subject Matter Expert role. This role is still fulfilled in the operation today, with twelve people now supporting the department in a multitude of ways.

Aug 2014 – Jun 2015 Santander Operations
Remediation and Rectification Case Handler

- Responsible for accurately investigating customer complaints, making decisions on whether the case is upheld or rejected in accordance with Financial Conduct Authority guidelines; and
- Handling in-bound and out-bound calls, resolving complaints as the first point of contact, writing bespoke final response letters to customers, recording complaint details correctly on all appropriate systems and databases.

Key Achievements

- Achieving all quality and productivity results, exceeding significantly more tenured staff which allowed me to progress to the Subject Matter Expert role.

Oct 2013 – Jun 2014 Primary School Student Teacher

Nov 2008 - Aug 2013 McDonalds

Education & Qualifications

- PGCE (graduated 2014) & 2:1 BSc Hons (graduated 2013) Psychology, Northumbria University
- A-Levels, 3, grades A-C: Psychology, Business Studies, ICT
- GCSEs, 11, grades A-C: including Maths, English, Science

References - Available on Request