**Nicholas Ward**

**MILT, MIOM, TechIOSH**

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Highly experienced operations professional, with key skills in Operational Management and Technical Account Management with extensive experience and knowledge of Marketing Technology, Business Implementation, Technical Service Delivery and Process Optimization

Proven track record in building strong client relationships from the bid stages, through to Technical Account and Operational Management with adherence to HSEQ&S Management (Incorporating ISO 9001, ISO 14001, OHAS 18001 and ISO 27001)

**Technical Skills**

* Extensive knowledge and experience of Operational, Technical and Project Management in Logistics and SAAS environments
* Experience managing DevOps and Service Delivery in a SAAS environment
* Experience working with SQL databases, HTML/CSS, Python, C++.
* Advanced skills in Microsoft Office applications, including Word, Excel, Project, Visio and PowerBI

**Career Summary**

**Senior Technical Account Manager (Data and Marketing Technology) Communisis 07/2011 – Present**

Through detailed technical knowledge and understanding, together with client facing skills and business process management, act as the interface between the client and technical teams, ensuring exceptional operational management and BAU delivery of client technical solutions

Key responsibilities include:

* Ensuring delivery of service to clients, setting and achieving contracted service levels
* Build and maintain technical and business support solutions
* Managing and motivating delivery teams
* Ensuring excellent client communication and customer relationship management
* Manage & co-ordinate client requirements to deliver a seamless product, services and solutions
* Undertaking business analysis to understand, document and prioritise client’s business requirements
* Defining and delivering technical and business solutions for a broad range of Marketing and Data clients
* Deliver sustained profit growth from accounts
* identify and deliver commercial opportunities and deliver key pre-sale consultancy and support

Key achievements include:

* Business relationship transformation of large high street Credit and Risk retailer. Key member of team winning Digital Business Transformation Award at 2019 Credit and Collections Technology Awards
* Design, development and delivery of bespoke POS ordering system for major multi-national food manufacturing company
* Implementation of ISO standards to two separate departments
* Successful bid wins for multiple clients
* Seamless implementation of multiple Workflow, DAM and eCommerce systems
* Significant improvement in service delivery by reducing system errors and improving response times for service requests
* Streamlining business processes and implementing supporting software platforms to improve customer service offered to clients

**Operations and Implementations Manager Communisis 02/2010 - 07/2011**

Responsible for proposing, providing and managing controls and operational processes for all existing and new business opportunities/implementations within the local site and the direct Account Management of large telecommunications POS client.

Direct operational responsibility for all accounts and logistics activity, coordinating the client’s and strategic business requirements to deliver seamless services, products, and solutions.

Key achievements include:

* 50% increase in profitability across all accounts, through cost reduction, increased productivity, improved processes and reduction in error rate
* Successful bid wins for two high profile accounts and significant collaboration on the winning bids of a further two key group accounts
* Seamless implementation of 5 major accounts involving the project management of group wide teams,
* Project Managed the implementation of 4 major B2B e-commerce sites, leading to reduced overheads, improved SLA’s, improved customer journey and increased client satisfaction and the upgrade of site warehouse management system
* Creation and development of Operations Team, implementation and certification of the site to ISO27001, and ongoing compliance of ISO standards (certification to ISO9001, ISO14001, adherence BS 25999) and Health & Safety processes and disciplines and introducing adherence to OHAS 18001 leading to 70% reduction in accidents
* Significant reduction in Environmental impact, including 80% reduction in landfill waste, 20% reduction in Gas and 10% reduction in Electricity

**Operations and Implementations Controller Communisis 09/2008 – 02/2010**

Providing operational support for a busy logistics sites business processes, and implementation projects. Responsible for ISO and H&S compliance, and managing key accounts

**Stock Control Supervisor Communisis 2003 – 2008**

Responsibility for the immediate line management of the stock/inventory control department, bulk replenishment team and goods-in department, ensuring the stock integrity of circa 10,000 sku’s

**Stock and Inventory Controller Fortoak 1996 - 2003**

Responsibility for stock integrity of circa 6000 sku’s, stock availability, discrepancy reporting, obsolescence management, Fire safety and first aid. Assistant supervisor of the Bulk Storage team

**Volunteer Work**

**Treasurer BSAC (934) 2017 – Present**

Fulfilling a dual role as Membership Officer and Treasurer for a small diving club, affiliated to BSAC. Responsible for the management of the financial affairs of the club, and providing regular and annual financial statements and reports

**Professional Qualifications**

* IRCA: Internal Auditor
* IOSH: Managing Safely
* NEBOSH: NGC Occupational Safety and health (merit)
* Institute of Customer Service: First Impressions (Distinction)

**Education**

**Open University 2019 to present**

BSc (Hons) Computing and IT (Software)

**DeMontfort University 1995**

Applied Environmental Chemistry

**English Martyrs RC School 1992**

3 A-level’s and 1 AS-Level at grade C, 10 GCSE including Maths and English at grade C or above

**Driving Licence**

Full, clean driving license, held since 1994