**Karolina Zielazowska**

Bury, BL9

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**Professional Profile**

A highly trusted, loyal, success driven and resourceful Operations Management Professional who brings an exceptional level of administrative support, compliance, audit and security procedures expertise. Thrives working within complex, challenging high-pressured environments. Has an amazing ability to build relationships, support large teams in an efficient and organised way whilst always sporting an enthusiastic, approachable and engaging personality. Leads by example and consistently demonstrates best practice. Results orientated and tactical thinker who will always look to create efficiencies and streamline processes to achieve business objectives and growth. Consistent in professional service delivery and driven to being part of a high performing culture.

**Key Skills**

* Email Management
* Records Management
* Diary Management
* MS Office
* Customer Service
* Scheduling Meetings
* Highly Organised
* Team Leadership
* Administration
* Coaching & Mentoring
* Budget Management
* Operations Management
* Audit & Compliance
* Health & Safety
* KPI’s.

**Career Summary**

**Loomis UK Ltd. Jul 2008 – Jul 2019**

**Branch Manager (Jan 2017 to Jul 2019)**

* Operationally responsible for a team of 16 administrators with complete Branch oversight and P&L responsibility.
* Act as an escalation point for Customer claims and ensure proactive identification and resolution of issues to maintain customer satisfaction.
* Develop forecasts, financial budgets and yearly business plan to drive the profits for the business.
* Set and monitor performance metrics and goals and ensure alignment to team performance. Review through application of relevant KPI’s and annual appraisals.
* Manage budgets through accurate recording of information on Sapphire Finance Systems and allocate funds appropriately.
* Coach, mentor and develop team to ensure a culture of high performance. Undertake monthly 1:1’s, Employee of the Month initiatives and visual displays of achievement.
* Proactively locate areas of improvement and propose corrective actions in an increasingly challenging industry.
* Achieved budget 2 years in a row and forecasted to continue.

**Interim Branch Manager (Jun 2016 – Dec 2016)**

* Initially responsible for a team of a 25 multi-disciplinary team from within the Warehouse and Office.
* Swiftly recognised that greater efficiencies could be made resulting from rationalisation of the team, introduction of different shift patterns and relocating to a more suitable office.
* Subsequently awarded Best Improved Branch in 2016 which led to promotion into the Branch Manager role.

**Shift Manager/Office Manager (Jun 2010 – Jul 2016)**

* Effectively managed and was responsible for a team of 20 warehouse and office staff.
* Responsibilities include branch costs including facilities management, coin stock, stationery, approving and organising holiday requests, scheduling resource and HR issues such as following company procedures with regards to sickness, disciplinary and staff recruitment.

**Production Controller/Supervisor (Nov 2009 – May 2010)**

* Responsible for the operational management of up to 20 warehouse and office staff.
* Ensured daily balancing of coins in and out of the business and accurate reporting to the Financial Institutions.
* Charged with ensuring warehouse productivity remained high through effective performance management and all machinery operating at optimal levels.
* Prepared KPI’s aligned to forecasts.
* General Office Management

**Administrator/Data Inputter (Jul 2008 – Nov 2009)**

* Role required strong attention to detail for data input, reporting daily balances to Financial Institutions.
* Acting as a first point of contact for customer queries (email and telephone) and responding in a timely, professional fashion.

**Earlier Career History**

Kelly Services Working for Loomis UK Ltd 2008 – 2008

New York City, USA Personal Assistant to an Oscar Winning Actress 2001 – 2008

Prominis Medical Services Medical Receptionist 2006 − 2008

**Education and Training**

Outlook Partnership Ltd. Management Development Course 2015 – 2016

Taduesz Kosciuszko’s High School High School Diploma/Secondary School Certificate 1995 – 1999

**Additional Skills**

IT MS Office Proficiency in Word, Excel and PowerPoint

Languages Polish & English fluency in Speaking and Writing

**References available upon Request**