

Oxford biomedical scientist that learnt to code and jumped into the tech startup world. Quickly became an **operational leader** in **early-stage**, working closely with founders and helping them launch and grow their businesses. Smart generalist with **technical**, creative and analytical skills. Intellectually curious, highly organised and **detail-oriented**; excels at **process** improvement and efficiency. **Resourceful**, driven, **creative problem solver** and excellent people manager with experience working in international teams and **across multiple operational functions**.

CROSS-FUNCTIONAL STARTUP OPERATIONS LEADER

- Operations Mgt
- Strategy
- Delivery Ops
- Agile Project Mgt
- Mgt Accounting
- Startup Legals
- People / HR
- Office Mgt
- Events Mgt
- Digital Marketing
- FE Web Dev
- Photo / Video

EXPERIENCE



mark.wf

Startup consultancy providing strategic and operational support

Startup Consultant

Feb 2018 - **present**

Remote

- Acquired multiple clients by **understanding problem areas**, pitching solutions and negotiating contracts
- Continuously working with 1 client for 5+ months helping her launch her **new book, websites and startup**
- Increased Instagram following by over 1000% by expanding knowledge in **photography and digital marketing** and applying various growth strategies



The Family

Pan-European startup network, service provider and shareholder

Head of Events (London)

Nov 2018 - Apr 2019

London, UK

- **Worked closely with C-level** entrepreneurs to create educational and entertaining content for 13 events
- Organised a **biotech enterprise innovation conference** featuring **10 senior life sciences speakers**
- Sourced over 1000 emails and managed a **targeted cold email campaign** to advertise the conference



Invisible Technologies

Worldwide on-demand virtual assistant platform and service

Director of Operations (Contract)

May 2018 - Aug 2018

Remote

- Successfully managed a **global team of 50 people (5 direct reports)** across numerous time zones by employing strong management skill
- Increased **operational efficiency** from 40% to 70% and client billable time to 1400+ hours of direct labour a month by introducing and promoting new revenue streams and understanding key problem areas and improving load balancing across teams
- Improved **client experience** as measured by qualitative feedback by supervising quality and providing constructive feedback to operators



DWYL

Web app development agency and coworking space

Co-founder & COO

Jan 2017 - Dec 2017

London, UK

- Significantly strengthened brand position with minimal cost (£250) by **enforcing trade mark rights** to acquire highly valuable 4-letter .com and .co.uk domains as well as social media marketing handles
- Improved efficiency of financial administration by 300% by creating and implementing an **automated contractor invoicing system**
- Delighted clients and successfully managed numerous projects by employing strong communication and **project management** skills



Hack Partners

RailTech innovation accelerator, hackathon and consultancy

Founding Partner

Jul 2016 - Jan 2017

London, UK

- Promoted to partner status after 3 months due to competence, diligence, zealousness and **significant contributions to the business**
- Contributed to pivoting the business model in a new direction by **evaluating customer feedback** and working closely with the founders
- Bolstered the closure of several major partnership deals collectively worth over £100,000 by communicating and working with **senior stakeholders across the industry**

Head of Operations

Apr 2016 - Jan 2017

London, UK

- Managed accelerator programme featuring 11 tech startups, **organised a 300-person conference and 120-person hackathon** featuring senior stakeholders from across industry by employing strong project management skill
- Successfully acquired Tier 2 license and joined Tier 5 intern scheme allowing the sponsorship of 2 international candidates **without professional legal advice** by thoroughly researching guidance and executing the process with detail
- Managed **creation of a legal procurement framework** for startup-TOC software and hardware trials by assessing the contract landscape and working closely with a law firm



Entrepreneur First

Deep tech company builder and venture capital fund

Operations Manager

Sep 2015 - Mar 2016

London, UK

- Diligently managed **investment operations for 33 startups** on the programme by using strong organisational skills
- Successfully managed **over 30 visa applications** including Tier 1 Entrepreneur and Tier 1 Exceptional Talent by utilising strong project management skills and detail-oriented nature
- Organised and ran several high-profile events including a **300-person Demo Day** attended by top investors by using strong organisation and event management skills



University of Oxford Department of Widening Access

Widening access academic summer school programme

UNIQ Operations Manager

Jul 2013 - Aug 2015

Oxford, UK

UNIQ Academic Mentor

Jul 2012 - Jul 2013

Oxford, UK

- Managed college sites with teams of **4 staff and 50 residential students** by using strong management skills
- Successfully resolved a number of sensitive incidents requiring pastoral care by using **empathetic communication** and knowledge of child safeguarding
- Increased competitive applications from state school students to the university by encouragement, **mentoring** students about the university's application processes and the academic content of the courses



Medopad

Mobile health platform for medical professionals

Operations Intern

Sep 2014 - Oct 2014

London, UK

- Acquired valuable **insight** into the challenges that startups face in the digital health sector
- Gained exposure to multiple areas of the business and as a result improved **generalist skill set** and problem-solving skills
- Created an internal customer support interface by **working closely with developers** and utilising project management skills

EDUCATION



Smartly School of Business

Elite online remote MBA programme (6% acc. rate)

MBA (Hons)

Feb 2018 - Nov 2018

Remote

2 projects and 8 concentrations:

- Accounting project
- Marketing project
- Accounting
- Markets & Economies
- Data & Decisions
- Leading Organisations
- Marketing & Pricing
- Finance
- Supply Chain & Operations
- Strategy & Innovation



Udacity Google Scholarship

Mobile Web Specialist Nanodegree Challenge (5% acc. rate)

Mobile Web Specialist Scholar

Oct 2017 - Feb 2018

Remote

Offline First • Service Workers • Caching • ES2015 • Destructuring • Promises • Proxies



Founders & Coders

Highly-selective 8-week web development course

Full Stack JavaScript Web Dev

Jan 2015 - Mar 2015

London, UK

HTML • CSS • JavaScript • Git • GitHub • Jekyll • Markdown • APIs • Node • Hapi • D3



University of Oxford St Edmund Hall

Ranked #1 academic institution for biomedical sciences in 2011

MA (Hons)

Oct 2011 - Jun 2015

Oxford, UK

Cell and Systems Biology

Major: Cardiovascular, Renal and Respiratory Biology

Minor: Cellular Physiology and Pharmacology

Project: Varying enzymatic digestion to improve pancreatic islet isolation yield and clinical outcomes for type-1 diabetes



Oxford University Student Union

Student representation for communication with the university

MedSci Division Representative

Oct 2013 – Jun 2014

Oxford, UK



Oxford University Sport

University sports society and dodgeball club (OUDbC)

Founder & President (OUDbC)

Mar 2013 - May 2014

Oxford, UK

Finance Executive

Mar 2013 - Mar 2014

Oxford, UK



Oxford Entrepreneurs

Events and programmes supporting entrepreneurship in Oxford

Executive Committee

Oct 2013 - Mar 2014

Oxford, UK



OUSBMS

Learned community of Oxford biomedical scientists

Founder & President

Jan 2013 - Mar 2014

Oxford, UK

Lean Launch Programme

Feb 2014

Oxford Launchpad

Startup Immersion

Jan 2014

The Shed

Building a Business

May 2013

Saïd Business School

Bridge to Business

Sep 2012

St Edmund Hall