

Entrepreneurially-minded, **resourceful** and driven **creative problem solver** with 5+ years experience as an **operational leader** in **early-stage**. Oxford science MA (Hons) and Smartly MBA (Hons). Smart generalist and excellent people manager with experience working in international teams and **across multiple operational functions** utilising **technical**, creative and analytical skills. Intellectually curious, highly organised and **detail-oriented**; excels at **process** improvement and efficiency. Selected (**1% acc. rate**) to join the **NEF Fast Track 2020 scheme**, which develops and supports entrepreneurial talent with a 12-month part-time learning programme, **executive coach** and business mentor. Currently searching for a full-time interim placement opportunity at a tech startup as part of the requirements for the programme, with the intention to launch a full-time business after completion in 2020/21.

## 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 9+ months helping her launch her **new book, websites and startup**
- Increased Instagram following >1000% by expanding knowledge in **photography and digital marketing**



**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 skills
- Increased **operational efficiency** by 30% and client billable time to 1400+ hours of direct labour per month by introducing new revenue streams 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 skills
- 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



### Centre for Entrepreneurs

Foundation supporting entrepreneurial talent (1% acc. rate)

#### NEF Fast Track 2020 Fellow

Sep 2019 - Aug 2020

London, UK

Highly-selective learning programme that supports participants in launching a startup by providing a startup work placement, support network, executive coach and business mentor



### 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

#### Various Startup Programmes

Sep 2012 - Feb 2014

Oxford, UK