

## CANDIDATE SUMMARY

hello@mark.wf

+44 (0) 7482 315084

Intellectually curious, highly organised, competent and driven **creative problem-solver** with extensive experience in SME business **operations and strategy**. Has worked closely with entrepreneurs, startups, coworking spaces and startup accelerators. Expert at identifying operational inefficiencies, breaking down complex issues into easily implementable solutions and **improving user experience** and client outcomes. Strong strategic and systems thinker with the ability to take abstract ideas and turn them into actionable items and solve problems at scale. **Excellent manager** of people with experience working in **global** teams and **across multiple functions** with a **resourceful** and outcome-focused approach and the ability to manage and deliver on numerous simultaneous projects. Impressive educational background with a **science degree** from the **University of Oxford** and highly selective (6% acc. rate) **MBA** (pending). Fast learner with a passion for technological and **creative** pursuits, motivated by challenges and opportunities to develop professionally.

## CROSS-FUNCTIONAL OPERATIONS MANAGEMENT SKILL SUMMARY

- **Project Management**
- **Product Management**
- **Stakeholder Management**
- **Workspace Management**
- **Events Management**
- **Global Staff Management**
- **Management Accounting**
- **Contracts and Agreements**
- **Company Administration**

## EXPERIENCE



### Startup Consultant

mark.wf

Feb 2018 - **present**

Remote

- Successfully acquired 4 clients by understanding their problems, pitching solutions and negotiating contracts
- Expanded into multiple verticals by quickly learning and adapting to customer needs
- Increased Instagram following from 300 to 3.4k (over 1000% increase) by expanding knowledge in photography and digital marketing and applying various growth strategies



### Director of Operations (Contract)

Invisible Technologies

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



### Chief Operating Officer

DWYL

Jan 2017 - Dec 2017

London, United Kingdom

- 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



### Founding Partner

Hack Partners

Jul 2016 - Jan 2017

London, United Kingdom

- Promoted to partner status after 3 months due to competence, diligence, zealotness 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

Hack Partners

*Apr 2016 - Jan 2017*

London, United Kingdom

- Managed an accelerator programme featuring 11 technology startups and scale-ups and organised a 300-person conference and 120-person hackathon featuring senior stakeholders from across the industry by employing strong project management skill
- Successfully acquired a Tier 2 license and joined a 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 the 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



## Operations Manager

Entrepreneur First

*Sep 2015 - Mar 2016*

London, United Kingdom

- 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



## Operations Manager & Academic Mentor

University of Oxford -  
Widening Access Summer  
School Programme

*Jul 2012 - Aug 2015*

Oxford, United Kingdom

- 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



## Operations Intern

Medopad

*Sep 2014 - Oct 2014*

London, United Kingdom

- 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



## Medical Sciences Division Representative

Oxford University Student  
Union

*Oct 2013 - Jun 2014*

Oxford, United Kingdom

- Elected to represent the views of over 1600 students by running a successful voting campaign
- Advised the Division on key issues including building projects, student numbers and teaching
- Improved student experience by surveying students, campaigning for lecture recordings and successfully persuading IT Services to begin trials



## Founder & President

Oxford University  
Dodgeball Club

*Mar 2013 - May 2014*

Oxford, United Kingdom

- Successfully convinced the Director of Oxford Sport to ratify the new club and provide facilities
- Navigated administration by arranging constitution, code of conduct, risk assessment, national affiliation, public liability insurance and a qualified coach
- Created a marketing pipeline mailing list, convinced over 550 people to sign-up and converted 42 to paying members in less than 1 year



## Founder & President

Oxford University Society  
of Biomedical Sciences

Jan 2013 - Mar 2014

Oxford, United Kingdom

- Founded an academic society and events business with over 100 paying members
- Successfully raised £3000 of corporate and university seed funding by employing growth strategies and negotiation skills
- Organised an academic debate attended by over 400 and amassing over 15,000 views online by using strong project management skills

## EDUCATION



### Smartly School of Business

Master of Business  
Administration - MBA

Feb 2018 - **present**

Remote

Elite online MBA for high-potential candidates around the world, extremely selective (6% acc. rate). Rigorous curriculum includes accounting and marketing projects and covers:

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



### Udacity Google Web Scholarship Programme

Mobile Web Specialist  
Nanodegree Scholar

Feb 2018 - **present**

London, United Kingdom

Selected from over 200,000 people to be one of 10,000 to receive a Google developer Udacity challenge scholarship. Further selected from pool of 10,000 challenge scholars to be 1 of 1000 recipients. Curriculum includes:

- Offline First
- Service Workers
- IndexedDB + caching
- ES2015 Syntax
- Polyfills
- Destructuring
- Iteration
- Arrow Functions
- JavaScript Classes
- Symbols
- Sets
- Maps
- Promises
- Proxies
- Generators
- Transpiling



### Founders & Coders

Full Stack JavaScript Web  
Development

Jan 2015 - Mar 2015

London, United Kingdom

Highly selective 8-week web development course covering a variety of technologies:

- HTML
- CSS
- JavaScript
- Git + GitHub
- Jekyll
- Markdown
- Guardian API
- Twitter API
- Instagram API
- Node
- Hapi
- D3



### University of Oxford St Edmund Hall

BA (Hons) Cell and  
Systems Biology

Oct 2011 - Jun 2015

Oxford, United Kingdom

**Major:** Cardiovascular, Renal and Respiratory Biology

**Minor:** Cellular Physiology and Pharmacology

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

#### Extracurricular Courses:

- May 2014 - Lean Launch Programme, Oxford Launchpad
- Feb 2014 - Startup Immersion, The Shed
- Jan 2014 - Building a Business, Saïd Business School
- May 2013 - Innovation Workshops + Mentoring, The Shed
- Sep 2012 - Bridge to Business, St Edmund Hall