



PROFESSIONAL SUMMARY

Strategic and results-driven Global Operations Director with extensive experience leading multi-site teams of over 800 people and managing budgets exceeding £20m in Fintech, Telecomms and Professional services. Proven ability to design and scale global delivery models that enhance client satisfaction, resilience, and profitability for FTSE100 and Fortune 500 organisations, with qualifications in AI Leadership (Google) and with deep expertise in AI-led innovation, digital enablement, and data-driven operational excellence. Proven record of driving 25%+ cost savings, 40% fewer service issues, and significant NPS improvements through automation, analytics, and modern operating model design.

Delivered multimillion-pound annual savings and 25%+ cost reductions through automation, vendor optimisation, and process re-engineering, while reducing service issues by 40% whilst improving NPS. Recognised for aligning people, technology, and process to drive sustainable growth, operational efficiency, and long-term value creation. Trusted advisor to senior leadership, translating complex operational challenges into measurable commercial and customer outcomes.

WORK HISTORY

Global Customer Operations Director, MindGym, Oct 2022 - current, Gateshead, Tyne And Wear
Built and scaled MindGym's global operations capability to support multi-continent delivery for FTSE100 and Fortune 500 clients. Accountable for a £5m operating budget, vendor management, and delivery centre in Gateshead with dispersed headcount of 300+ FTE. Partner to CEO and CFO, driving sustainable growth by aligning technology, process, and people.

- Led a global transformation agenda combining AI, automation, and process redesign to scale MindGym's client delivery across 30+ countries.
- Embedded data-led decision-making through JIRA, Clockify, and Power BI dashboards for real-time performance tracking.
- Partnered with technology and product teams to introduce AI-assisted scheduling and client service tools, improving forecasting accuracy and service quality.
- Championed a continuous improvement programme using Lean Six Sigma principles, achieving measurable efficiency and quality gains. Cut client service issues by 40% by launching a UK operations centre to deliver 24/7 global coverage and embedding service recovery controls.
- Delivered 25% cost savings through redesign of the delivery model, optimising workflows, and renegotiating supplier terms.
- Eliminated 60% of manual processes by implementing an automation strategy integrating Salesforce, NetSuite, and Administrate; improved reliability and reduced service recovery incidents.
- Secured £1m annual savings by consolidating vendor contracts, reducing supplier base from 160 to 90, and tightening governance and renegotiating contracts.
- Improved efficiency and client satisfaction by launching digital-first service innovations (self-service, workflow automation).

European Director, Operational Excellence, Firstsource, April 2021 - Oct 2022

Responsible for customer experience and compliance programmes across multiple UK organisations in regulated industries. Drove operational improvements through digital innovation, knowledge management, and employee engagement by focussing on the onboarding experience.

- Improved NPS by +10 points for a leading bank and cut FCA complaints by 25% through CX redesign and embedded compliance checkpoints.
- Reduced handling times by 15% and improved accuracy via knowledge-sharing platforms and workflow optimisation.
- Cut early-life attrition by 20% by redesigning onboarding and engagement programmes for 1,500+ new hires.
- Rolled out quality assurance frameworks across multiple UK brands, improving service consistency and compliance.
- Launched a digital learning platform for a Tier 1 global bank, boosting efficiency and service satisfaction scores.
- Standardised quality frameworks across UK clients, improving regulatory consistency and customer trust.

Global Head of Customer Care, FIS Worldpay, Jan 2019 - Jan 2021, Gateshead, Tyne And Wear

Directed a 650-FTE global team servicing SME and corporate clients through a mix of in-house teams and outsourced BPO partners across the UK, Philippines, Bogotá (Colombia), and India.

- Cut operating costs by 30% by deploying self-service tools (chatbots, video support, co-browsing), reducing manual interventions.
- Delivered £1m+ annual savings through vendor rationalisation and onboarding a new strategic BPO partner.
- Enhanced resilience and scalability by diversifying offshore capability while maintaining client satisfaction.
- Improved FCR by 10% through redesigned FCA-regulated complaint handling process
- Improved service consistency and compliance by introducing global delivery standards across all regions.

Senior Vice President, UK Operations, Worldpay, Jan 2016 - Jan 2019, Gateshead, Tyne And Wear

Reported to the UK Managing Director, accountable for Customer Service, Retention, Chargeback Management, and Customer Onboarding. Led a 1,000-seat operation with an £18m annual budget during a period of significant M&A integration and launch of new Siebel CRM implementations.

- Reduced cost-to-serve by £3m annually by consolidating multiple service sites post-M&A into a unified operating model.
- Automated chargeback processing by partnering with Chargebacks911, cutting manual effort and decision time while improving accuracy.
- Integrated and consolidated all operational processes from Cardsave acquisition, closing regional sites and transferring activities to Gateshead; improved customer satisfaction and reduced onboarding time through automation and streamlined workflows.
- Reduced customer onboarding time from 5 days to under 24 hours through automation of KYC and client due diligence.

- Strengthened FCA-regulated complaints handling and improved first-contact resolution by 10%.
- Designed and rolled out digital self-service solutions (chatbots, video support, co-browsing), reducing OPEX by 30%.

ACCOMPLISHMENTS

AI & Digital Transformation Certifications (Google, 2024)

- AI Leadership Certification – comprehensive programme on strategic AI adoption, organisational change, and ethics.
- Generative AI Leadership Specialisations – advanced modules in AI strategy, change management, and cross-functional transformation.
- Prompt Engineering & Applied GenAI – hands-on courses covering prompt design, AI-assisted communication, and workflow automation.
- Responsible AI & Governance – focus on ethical AI use, data protection, and bias mitigation.
- AI Productivity Tools & Integration – practical use of AI in operational excellence and performance analytics.

QUALIFICATIONS

Masters Degree, Management (International Payments Ecosystem)
Middlesex University

KEY ACHIEVEMENTS

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| • Led 1,000+ FTE global operations across UK, US, India, Colombia, and Philippines. | • Delivered £multi-million annual savings through vendor consolidation and automation. |
| • Achieved +10 NPS uplift and 40% fewer service issues through CX transformation. | • Reduced onboarding time from 5 days to |
| | • Balanced regulatory compliance with commercial performance in FCA-regulated sectors. |