

ALEXANDER MELIA

T 07900 996189

E Alex.melia@sky.com

A 56 Bracken Hill, Sheffield,
S35 1RS

PROFESSIONAL SUMMARY

Quality-focused Operations Manager with experience in a wide range of business activities. Driven to consistently achieve goals by allocating resources, overseeing a fast-paced operation, supporting employees and meeting deadlines.

Talented at exceeding quality and performance expectations by analysing data, assessing control report information, and devising targeted changes. Excellent stakeholder management experience and providing enthusiastic support through people management skills, to progress and develop colleagues.

Passion for improving customer service and technology, with an ability to manage multiple priorities whilst performing effectively under pressure.

I also have extensive case handling experience, spanning over 14 years and involved within the sector, for over 21 years.

I received a business award of “Fee Earner of the Year”, during my tenure at Minster Law. This was received due to the level of service that I provided but also, fee income received over the calendar year and the coaching and support I provided to my colleagues.

This includes but is not limited to, cases from inception, through to trial covering:

Motor, EL/PL/OL, Cyclist, Motorcyclists

Pre and Post Complex Litigation

High Level Complaints/Negligence

Defendant

Protected Parties (not specifically Infants)

Fraud

LVI

Phantom Passengers

Credit Hire

Small Claims, Fast and Multi-track, up to a value of £250k

EDUCATION

Meadowhead Secondary School
Sheffield
1995 – 2000

11 GCSE's, A-C including English and Mathematics

CILEX Law School
Associate Qualification

KEY SKILLS

- PERSONABLE
- PROCESS IMPROVEMENT AND STRATEGIES
- STAKEHOLDER MANAGEMENT, INTERNAL AND EXTERNAL
- CONTRACT MANAGEMENT
- RELATIONSHIP BUILDING
- COMMERICALLY CONSCIOUS
- ANALYTICAL & ATTENTION TO DETAIL
- RESOURCE PLANNING AND ALLOCATION
- COMMUNICATION IMPROVEMENTS

AWARDS

- FEE EARNER OF THE YEAR
- “BE AUTHENTIC” AWARD
- CEO CHOICE AWARD

EXPERIENCE

Legal Operations Manager, National Accident Law

Kettering, Northamptonshire

2022 - 2023

- Oversee and responsible for all line management duties.
- Recognised areas for improvement and assisted to positively implement change.
- Increased levels of customer engagement and satisfaction, with a focus on value and loyalty.
- Analytical with the ability to use management information (MI) effectively.
- Strong knowledge of the customer journey and advise colleagues and customers, towards agreed common goals.
- Mentoring, supporting, and sharing knowledge with team, peers and wider colleagues.
- Devised and implemented process improvements based on identification of productivity or quality issues. Proactively identified and solved complex problems that impacted management and business area direction.

Client Operations Manager, Medical & Legal Admin Services

2022

- Leading and developing colleagues to deliver excellence, through specific performance and behaviour standards.
- Proactively managing internal and external relationships.
- Analysing and refining operational processes and procedures, using innovative solutions to resolve issues.
- Point of escalation and ensuring the best possible outcome, whilst managing multiple priorities to strict deadlines.
- Oversee operational performance through the achievement of SLA/KPI's.

Legal Operations Manager, Minster Law Solicitors

Wakefield, West Yorkshire

2016 – 2021

- Manage and support the day-to-day operation, including supervision and delegation for thirty members of the team.
- Developed and rolled-out new procedures which positively impacted individual, team and business objectives. By researching our business contracts, ensuring thorough due diligence, made an annual cost saving of £15,000.00.
- Stakeholder management, internally and externally.
- Streamlined operational efficiencies, including strategic planning, quality assurance. By removing an Online Portal, this made an annual cost saving of £24,000.00.
- Minimised discrepancies by training employees on best practices, policies, and procedures. Hold regular and constructive one to one case clinics with colleagues to review, problem solve and move forward with an action plan. This builds trust and empowerment.
- By resolving issues efficiently, significantly improved employee engagement by 40% and customer satisfaction ratings by 35%.
- Provided in depth subject matter expert support, on a variety of business projects such as an Online Customer Portal and Case Management Systems. This contributed to the business receiving an accredited business award.

Senior Complex Claims Handler, Minster Law Solicitors

Wakefield, West Yorkshire

2009 – 2016

- Maintained exceptional complex and high value case handling knowledge, to maximise positive case outcomes.
- Ensured strict client confidentiality and professionalism.
- Managed a diverse client caseload from inception to conclusion, with exceptional attention to accuracy and detail.
- Provided exceptional client care and support across various types of cases.
- Developed detailed litigation strategies for each case.
- Drafted complex legal documents and negotiated in compliance with court directions through to trial.
- Identified and handled allegations of fraudulent and protected party claims that led to positive outcomes.

Claims Handler, Irwin Mitchell Solicitors

Sheffield, South Yorkshire

2002 – 2009

- Consistently improved the quality of service by maintaining up-to-date knowledge on technical, legal and market developments through e-learning, internal training and market-related material.
- Used exceptional organisational abilities to handle a diverse range of claims.
- Ensured positive customer experiences throughout the claim life cycle.
- Employed to ensure matters were litigated correctly and on time, ensuring the most cost-effective measures were used to secure settlement.
- Consistently met and exceeded financial business goals by reducing claim life cycles.

Legal Support Assistant, Irwin Mitchell Solicitors

Sheffield, South Yorkshire

2000 – 2002

- Assisted up to eight solicitors/claims handlers with a variety of tasks.
- Acted as first point of contact for all clients.
- Worked as a team with lawyers, administrative assistants, and fellow legal support assistants.
- Provided administrative support and research for civil litigation and civil proceedings. Processed, typed, edited, and formatted documents to ensure accurate filing.
- Performed administrative tasks, including revising and finalising letters, briefs, and memos.
- Completed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate colleagues.
- Handled sensitive and confidential data.