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Manchester, UK

Profile

An experienced finance and change management professional, with c. 25 years back-office experience (including major multi-national companies) that has accumulated a wide range of exposure, experience and skills holding numerous functional, project and change manager roles and more recently in sales. I have managed up to 95 staff, covering a wide regional scope i.e. EMEA, India, Sweden & UK, including direct and virtual team management via a BPO, across four shared service locations, managing ledgers of up to US\$9B. I am adept at managing teams and multiple workloads (operational, project, change) with an eye for recognising talent and opportunities. I believe success is achieved by engaging staff and identifying and supporting their individual goals, then challenging staff to achieve (Engage, Challenge & Achieve). I believe this supports the business to grow and evolve by developing staff and processes to strengthen change and future growth.

Skills



Education

- Higher National Diploma Management, WelTec, Wellington New Zealand
- Diploma in Management (NZDipMgt)
- New Zealand Institute of Management (NZIM)
- Higher National Diploma Business, WelTec, Wellington
- New Zealand Diploma in Business Studies (NZDipBS)

PROFESSIONAL EXPERIENCE:

Mitie Shared Service

Technical Service Head of Billing Oct 2023 – current

Key Objectives:

- Ensure billing applications are raised compliantly in accordance with client contracts
- Ensure applications are raised in a timely manner, minimising WIP and Accrued Income (AI)
- Cross-functional coordination of the order to application process working with Genpact, Finance and a number of Operational teams.
- Coordinate cross functional problem solving in order to address AI and WIP related issues
- Main Duties:**

- Ensure the following activities are delivered timely and accurately by the relevant functions/team through close supervision of the end-to-end WIP process:
- Staff Management of a team of 24 with 4 direct reports (team leads)
- Recruitment and performance management of the whole team
- Build and maintain clear reports & trackers to monitor progress to management
- WIP trackers maintained with status updates against jobs
- Collation of comments and analysis on high margin and loss-making jobs
- To understand and comply with policies and procedures
- Attend review meetings relating to working capital and those which are contract specific
- Managing conversion of WIP and AI to bill
- Proactive management of timely resolution of queries & disputes relating to both internal and applications/bills
- Identify and implement continuous improvements on the OTC process to drive timely cash conversion
- Ensure timely and accurate completion of monthly reports ensuring integrity, and accuracy, and providing clear visibility of the financial health of the business units.
- Being pro-active in identifying and implementing added value opportunities

Protiviti/ISS Facility Services

PTP Reconciliation Specialist Jan 2023 – current

- Full reconciliation and resolution for a portfolio of supplier accounts
- Ownership and co-ordinate the resolution of issues
- supplier statement reconciliation and account management process
- Disputes, aged item and pending receipt reports.
- Manage critical supplier relationships (structured engagement meetings)
- Deliver continuous improvement initiatives.
- Prepare and cleanse supplier accounts
- Update PTP processes and participate in special projects to get ready for transition to Poland (Sept 2023)

Proficiencies

SAP
Coupa
Maximo
Saffron
MS Outlook
MS Word
MS Excel
MS PowerPoint
Oracle
Business Warehouse

Soft Skills

Sage		Tesco Warehouse Coordinator Feb 2022 – Dec 2022
MS WORD		Foot Asylum Warehouse Operative, Nov 2021 – Dec 2021
MS EXCEL		Studio Manchester Warehouse Operative, Nov 2021
SAP		AKW Warehouse Warehouse Operative, Oct 2021
OUTLOOK		Fluent Money Trainee Mortgage Advisor, Aug 2021 – Sept 2021
		Bright HR Business Software Consultant, May 2021 – June 2021
		Dept Work and Pensions Universal Credit Customer Service, Jan 2021 - Feb 2021

Family Responsibilities 2015-2020

MIDAS, Manchester

Business Development Manager, 2014 to 2015

- Sole charge role as a Business Development Manager covering Business Services, specifically Shared Service Centres and Call Centres
- Objective of attracting new businesses to establish their support centres in any of the 10 boroughs that make up the Greater Manchester area
- Supporting the dual goal of generating new investment and jobs
- Supporting the incoming business with specific business and taxation advice, relocation support & informational packs
- Achieving core deliverables of business profitability via labour arbitrage and costs efficiencies.
- Promoted Greater Manchester via attending and public speaking at business conferences
- Enhance brand awareness and sell as a destination of choice.
- Supported multiple business relocation via above quoted services, which summed circa 800 FTE.

Professional Developments

CIFA – Introduction to UK Financial Regulations & Professional Integrity

Llop and FLT training (via Tesco)

LIBF - CeMAP1 (results 43/50 & 45/50) Introduction to Philosophy

Customer Service and Food Hygiene

Lean Proficiency Certificate

Microsoft Office tools

Coaching/Mentoring, Supervisor/Management

Project Management framework

Certificate in Banking

Sixth Form Certificate obtained in five subjects - Awatapu College - New Zealand

Astra Zeneca, Manchester

SOTC + Cash & Banking Service and Change Process Lead, 2010 to 2014

- Spearheaded delivery of service and transformational change (outsourcing to BPO, operational evolution) within the SOTC and C&B processes through virtual/indirect management of BPO and a small, retained team of SME's overseeing the BPO and change portfolio (enterprise and process).
- Led team of 70 FTE's through BPO management to deliver financial operations, managing Receivable and Banking ledgers across four different Shared Service Centre (SSC) locations.
- A broad regional scope which included EMEA, India, Sweden, and UK operations. Oversaw and ensured best practice compliance for credit and commercial risk management via management of the Receivables ledger of circa US\$9B/pa, while ensuring delivery of world-class operations. Managed disbursements i.e. Banking services, of approx. US\$4B/pa as well as clearing/reconciling bank ledgers for more than 200 accounts daily
- Seamless transition to BPO for dual processes SOTC and Banking
- Planned and delivered labour arbitrage benefits via transitions to BPO of various activities including Sweden and Rabat site exits, Italy manual payments and Order Management activities, Russia, UK Pharms, and Nordics scope
- Consistently surpassing collection targets and achieved stretched Collection to Term (CTT) / Days Sales Outstanding (DSO) target of 95%. Treasury liaison for cash forecasting (large receipts)
- Achieved lowest ever Unallocated Cash results, whilst continuing to maintain and surpass. Through a simple process of due diligence and best practice procedures
- Achieved the lowest ever Cash & Banking open items month end result (with a target of 2000 open items/month achieving an average result of 250 open items /month). Maintained bank relationship to ensure service evolution, seamless delivery and problem resolution issues
- Successfully achieved Order Management targets, with an average quality of 99.84% through effective order management processes.
- Delivered continuous improvements & enhanced business cashflow of US\$20M
- Covered P2P process matching same geographical spread, outsourced scope to BPO etc.

ExxonMobil - Esso Serve Europe, Manchester

Retail Financial Operations (RFO), 2007 to 2010

Project Coordinator 2009-2010

- Led project team of 5 FTE's to transition all General Accounting and Vendor Payment Group activities (90 FTE's) to Guatemala within the agreed timeline and budget,
- Ensuring controls adhered to and seamless execution of base financial operations.
- Build knowledge transfer tools (critical diaries, user procedures, training tests) to ensure comprehensive training and support provided to recipients of workload for project scope via the Project Team SME's and Trainers.
- Provided first line communications and updates to Stakeholders (general updates including project planning, risk identification, project timeline/scope creep/client management etc)
- Key Contribution: ▪ Planned and migrated General Accounting and Vender Payment team during 4Q09 within assigned budget and deadline.

Hobbies

Tracking financial markets via Bloomberg,
World News, Economist
reading,
Money Show and investment articles
(Financial Times etc)

I have an ever-increasing interest in Health and Well-being, i.e. philosophy, fitness and personal development I am an active follower of sports and enjoy playing golf, cricket and squash I support (camps, funds raisers, activities etc) the local Cubs troop my son attends (4 th Stockport) Passively support the schools my children attend i.e. Summer Fair etc.

ExxonMobil - Esso Serve Europe, Manchester Retail Financial Operations (RFO), 2007 to 2010

Accounting Supervisor 2008-2009

- Managed all accounting responsibilities for 1200 service stations, spanning 28 countries across Europe through the effective
- Management of a General Accounting team consisting of 40 FTE's, including four team leads. Responsible for the department's compliance to ExxonMobil, SOX and GAAP controls and accounting standards

Key Contribution: • Continuous reduction of outstanding balance sheet items to the lowest reported level to date

Ensured base operations continued to be delivered seamlessly whilst supporting and preparing for upcoming transition to Guatemala i.e. standardisation and harmonisation initiatives, building User Procedures to support knowledge transfer etc

Motivation of a mid-size team through a difficult transition period of redundancy whilst continuing to deliver outstanding operational results i.e. BAU, process changes, transition

OPEX efficiencies achieved via labour attrition • Managed full RFO scope as Manager's zIC covering R2R & P2P scope with 95 FTE's, 8 Team Leads

Accounting Process & Change Advisor 2007 – 2008

- Coordinated and managed implementation of capital investment and continuous improvement change ensuring all operational improvements are delivered meeting internal controls and financial reporting standards.
- Be the catalyst for delivering improvements in overall integrity and efficiency within the RFO General Accounting function Key Contribution:
- Lead changes to aid the stabilisation of operations after numerous migrations activities into Manchester
- Standardisation and harmonisation of accounting practices across Europe to reduce manual work effort

Various Positions (2000 – 2007) at ExxonMobil (Mobil Oil New Zealand), Wellington, New Zealand Including:
MONZ MobilCard Operations Manager (Fuelcard Dept),
Cash & Banking Supervisor (MONZ & MOA),
Accounts Receivable Supervisor (MONZ & MOA)
Credit Administrator

