

Andrew Davies

Operations Manager

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Current Role	Operations Manager at VRSH
Location	Darwen, Lancashire

Profile

I am a seasoned and driven leader, possessing a wealth of experience in Management and Operations. Throughout my career, I have consistently demonstrated a strong ability to optimise processes, provide outstanding customer service, and lead high-performing teams to success. Now, I am eagerly seeking fresh challenges where I can apply my transferable skills and make a significant impact in a dynamic work environment.

My strengths lie in my analytical prowess, effective communication, and impressive negotiation skills. I pride myself on being adaptable and detail-oriented, always striving to surpass expectations and drive success.

With my proven track record and passion for achieving excellence, I am confident in my ability to deliver outstanding results and contribute significantly to any organisation's growth and prosperity.

Executive Skills

Project Management
Strategic Planning
Risk Management
Team Building
Negotiation

Financial Management
Process Improvement
Customer Relations
Problem Solving
Data Analysis

Regulatory Compliance
Conflict Resolution
Decision Making
Communication
Leadership

Work Experience

Operations Manager, VRSH

December 2014 - Present (9y 1m)

As the Operations Manager at VRSH, I play a pivotal role in steering the organisation towards operational excellence and ensuring seamless service delivery to our clients. Overseeing a dynamic team of professionals, I initiated various strategic initiatives to significantly improve efficiency and streamline processes within the company. By implementing innovative workflow systems and leveraging advanced analytics, I successfully reduce the average claim processing time, resulting in heightened customer satisfaction and increased client retention rates. Moreover, my leadership and communication skills foster a collaborative work environment, promoting cross-functional cooperation and empowering team members to achieve their full potential.

In my role at VRSH, I demonstrate a keen eye for identifying areas of improvement and driving continuous process enhancements. I lead comprehensive training programs for staff, equipping them with the necessary skills to handle complex cases and negotiate effectively with insurers, which leads to a notable reduction in settlement times and maximise profitability.

Key Achievements and Responsibilities:

- Strategically grew the business by devising both short-term and long-term plans, effectively guiding our teams and expanding our accounts.
- Successfully negotiated and secured contracts with clients and agencies, presenting a compelling value proposition that covered all aspects of claims business.
- Developed comprehensive business documentation, systems, and policies to streamline client, customer, commercial, and claims processes.
- Ensured the financial stability and growth of the business by handling finance, invoicing, payments, and closely monitoring margins.

Claims Manager, 3D Claims Solutions

January 2007 - December 2014 (7y 11m)

As a Claims Handler, I demonstrated a keen understanding of credit hire processes, efficiently managing a high volume of cases with exceptional attention to detail. I was responsible for communicating with clients, assessing claims, and skillfully negotiating settlements, always ensuring fair and prompt resolutions for all parties involved. My strong communication skills allowed me to foster positive relationships with clients, insurers, and business partners, thereby facilitating a smooth and efficient claims process.

In recognition of my outstanding performance and dedication to the company, I was promoted to the role of Claims Manager at 3D Claims Solutions. As a Claims Manager, I successfully led and supported a team of Claims Handlers, providing guidance, training, and motivation to enhance their performance. Utilising my expertise in credit hire protocols, I streamlined internal workflows and implemented best practices, resulting in increased productivity and elevated customer satisfaction.

Key Achievements and Responsibilities:

- Handled Credit Hire claims in strict accordance with the ABI General Terms of Agreement, ensuring efficient and compliant processing.
- Oversaw the restructure and reorganization of the company to meet evolving market demands, enhancing overall operational efficiency.
- Negotiated and established protocols with insurance companies for streamlined and timely claims settlement, benefiting both the company and clients.
- Proactively pursued new business opportunities in untapped sectors while nurturing and maintaining strong relationships with existing clients to foster long-term partnerships.

References

Available upon request.