
Business Leadership | Manager | Operations

Accomplished and results-oriented with extensive experience empowering teams, leading business operations, developing effective systems, and improving processes.

Adept at defining and aligning business strategies, key resources, and policies/procedures to deliver the highest level of output at the lowest marginal cost. Proficient at leveraging key relationships, improving staff productivity, and conducting technical analysis to assure unhindered operations and attain set-milestones. Possess sound judgement, business acumen, and interpersonal skills to address various project challenges. Proven record of accomplishment in providing practical solutions to complex issues in business development operations, able to grasp the big picture and focus on critical details. Rapid-fire learner; ability to utilise various software packages to attain organisational objectives.

Highlights of Expertise

- Operations Management
- Project Management
- System Optimisation
- Process Improvement
- Strategic Planning & Analysis
- Leadership & Team Building
- Revenue Maximisation
- Cost Control & Reduction
- Training & Development
- Relations Building

Career Experience

Menarock Life, Glen Waverley, VIC

ADMINISTRATION MANAGER (2018-2019)

Short term contract to provide a high quality administrative service to support staff, residents, resident family members and other visitors to the site. Efficient and timely provision of data and records management, ensuring rosters are adequately filled and supporting the Director of Nursing with recruitment, onboarding, training of new staff at the facility, basic book keeping, clerical support, and customer service.

- ◆ Improved several processes and systems to expedite administrative tasks.

Sports Chaplaincy Australia Inc., Docklands, VIC

CHIEF OPERATING OFFICER (2016 to 2018)

Administered operational activities and co-ordinated with executive and staff to maximise business efficiency and drive sustainable organisational growth. Evaluated operating procedures and employed effective operational strategies while communicating company policies to staff with an aim to ensure seamless operations. Managed human resources and budgets alongside general management to achieve set-goals. Built cordial relations with key stakeholders as well as aligned services with operational plans.

Continued...

- ◆ Increased staff productivity by 72% through restructuring of data storage and retrieval systems, development of several functional websites, membership, accreditation and donor systems, CMS automation, and staff/volunteers training.
- ◆ Mitigated accounting overheads by 55% via process improvement and integration of financial accounts in Xero to maximise profits.
- ◆ Acknowledged for developing a framework of robust systems with checks and balances to prevent single point failures.

Empart Inc., Croydon, VIC

OPERATIONS MANAGER / INTERNATIONAL ICT COORDINATOR (2011 to 2016)

Revamped and oversaw transition process of Australian operations from an international support office to formation of fundraising team. Devised effective communication channels to improve flow of information among eight partner countries.

- ◆ Improved staff efficiency by 82% through staff training and empowerment.
- ◆ Minimised Australian overheads 42% by optimising financial management systems and processes through effective structural changes.
- ◆ Reduced generation of global consolidated financial report from three months to seven minutes across eight nations by overlaying a reporting structure into MYOB via Raiser's Edge.

Citylife Church Inc., Wantirna South, VIC

NETWORK PASTOR (2004 to 2011)

Delivered exceptional pastoral services to members in eastern region of Melbourne through Life Groups as well as led three portfolios encompassing business leader's ministry, Lifetrax training programme, and Alpha.

- ◆ Influenced 336 business people by running five much sort after-business breakfast events yearly.
- ◆ Co-ordinated 48 volunteer speakers and trained an average of more than 500 people at a time over four weeks, four times a year in multi-site locations.
- ◆ Commended for training 12 ALPHA course leaders and over 112 host and intern leaders along with leading up to 5 ALPHA programme events every year.

*Additional Experience as **Business Manager** for Day3 Pty Ltd., as **Managing Director** for xcelNet Pty Ltd., as **President** for Southern Spirit Inc., as **Senior Communications Analyst** for National Australia Bank, and as **Senior Computer Operator/Acting Network Control Officer** for Mount Isa Mines Limited.*

Technical Skills

Microsoft Office Suite | Advanced Word | Advanced Excel | Advanced Outlook | XERO | MYOB | XARA | Mind Mapping | G-Suite | WordPress | cPanel | Basecamp | X2CRM | SLACK | ZAPIER | Team Viewer | Basic Understanding of Agile Methodology