

Chief Executive Officer (Business Development & Leadership)

Innovative C-Level Executive who inspires teams to achieve the impossible and delivers strategic solutions

Executive Leadership & Vision – Business Growth – Mentoring & Coaching – Strategic Planning & Deployment

Business development and operations specialist, charismatic and profit-driven Top Senior Executive with an all-embracing experience in successfully delivering on large scale and highly complex operational initiatives in support of business operations, partnership and relationship building, stakeholder relations and service and people management. Inspirational leader of operations with an ability to implement successful strategies, deliver change, and drive business growth through market trend analysis, and market penetration. An excellent track record of success and executive team building; proficient public speaker with a seasoned ability to explain complex problems to a range of audiences, as well as negotiate, influence, and persuade, leading to improved business performance, reduction of cost and maximization of profitability. Core areas of strength include:

- Organizational Management
- Human Resources Strategies
- Public & Media Relations
- Business Transformation Solutions
- Team Building & Leadership
- Global Business Development
- Strategic Partnerships
- Capital Budget Management
- Network/Relationship Building

Technical Proficiencies Include: Microsoft Office Suit (MS PowerPoint, MS Excel, MS Access, MS Outlook, MS Word)

HIGHLIGHTS

- **Masterful ability to build strong management teams** and launch enablement professionals that are precise, methodical, quality control-centric, technically skilled and proactive communicators.
- **Senior director, mentor, and a coach** with exceptional knowledge of business strategy development, risk management, cost reduction, operational planning, and continuous improvement of technology and processes.
- **20 years of experience managing business portfolios** ranging up to \$15M in revenue, as well as leading large teams.

PROFESSIONAL EXPERIENCE

CHIEF EXECUTIVE OFFICER (UK & Europe)
 Company Name, London, UK

2018-present

Brought on board to develop and articulate the strategic operations plan from concept to implementation, whilst providing tactical and cost-efficient executive leadership for a business with over \$15M in revenue and a 33% EBITDA margin across 4 direct offices and 12 countries – identified business opportunities and spearhead strategic expansion

- Mandated with the responsibility bottom for planning, product management and software implementation – provided management to 11 direct reports and general oversight of 31 employees. Played a key role in the merger of northern and southern European businesses, managing change and ensuring a smooth transition.
- Changed the organizational culture and created an environment where all were encouraged to perform to the best of their abilities. Identified inconsistencies in business processes; analyzed growth strategy and new business development chances.
- Built a high-performance environment and implemented a people strategy that attracted, retained, developed, and motivated the team; fostered an inclusive work environment, communicated vision, managed succession and development planning.
- Provided cost efficient management, administration, and tactical leadership; maintained operational budgets and schedules; ensured client satisfaction, operational efficiency, and compliance with the organization’s policies and procedures.
- Served as an external commentator and brand ambassador for the company with notable media appearances: TV – CNBC – Street signs / Written – FT, CTFN, Governance magazine. Was also involved on multiple industry panels.

ACHIEVEMENTS SNAPSHOT

★ Largest contributor to group EBITDA FY19A 86% - FY20A 132%; FY21FC1; 68%.
 Largest contributor to group Fee Revenue FY19A 40%; FY20A 42%; FY21FC1 – 37%.

Key Impact: facilitated the global roll out of a local project management software (Evie project management system). Oversaw the HR systems roll out in southern Europe (Success Factors). Developed and introduced products in new markets (Asia) (Governance services). Achieved a positive increase in staff NPS scoring from -33.3 (2018) to -8.57 (2020).

OTHER RELEVANT EXPERIENCE

Chief Operation Officer (UK & Northern Europe) / Company Name, London, UK

2009-2017

Handpicked for a promotion to COO to handle company's UK & Northern Europe's operations – served as a leading member of the executive team; facilitated the establishment of efficient structure for a rapid expansion, including people management business development and corporate governance; developed and drove strategic plans and articulated the vision for the future

- Drove and implemented high-level strategic decisions across day-to-day operations and processes and ensured continued evaluation and improvements in organizational effectiveness and operational excellence.
- Was recognized as director, mentor, and a coach with exceptional knowledge of product development, product strategy, ownership, product marketing, and sales, as well as business strategy development, risk management, operational planning, and continuous improvement of technology and processes. Managed 12 direct reports.

Key Impact: streamlined operational process, resulting in cost savings and professional development of key employees.

Managing Director (Australia) / Company Name, Australia

2008-2009

Selected by senior leadership to deliver overall management, administration, and tactical leadership; oversaw operations, client relations, product management, business development, human resources, sales, software development process and marketing operations. Focused on quality, exceptional service delivery, and eliminated operational deficiencies along the way

- Spearheaded the division's strategic direction and the vision for the future and provided management to 5 direct reports.
- Oversaw major pricing discussions and performed monthly evaluation of company results.
- Developed account strategies and plans resulting in a value-added sales and services organization with specific business, marketing, relationship management, and profit plans to support continued evolution within numerous market segments. Largest take offside contract won – Origin Energy at \$500K and a global contract – BHP acquisition of RIO Tinto –\$1M+.

Key Impact: ensured staff retention in a time of uncertainty, with zero (0) defections; created a client retention program, with zero (0) clients lost to the new form and achieved financial targets in the face of adversity given the loss of staff.

Director (Corporate Advisory) / Company Name, London, UK

2003-2007

Specifically hired to achieve revenue and market share targets via developing business from new prospects and untapped markets. Executed tactical and long-term solutions to achieve a variety of goals. Built and managed trust-based relationships with stakeholders, industry partners, and clients, from CFO/CEO/COO level decision makers to front-line associates

- Generated innovative ideas and solutions to contribute to brand recognition, increased business and company profitability.
- Was tasked responsible for continued market development for Netherlands, France and Germany – capitalized on solution selling experience to advise and recommend solutions to sales executives based on vertical and industry knowledge.
- Developed and sold multiple services and sales solutions to facilitate entry into new markets, product lines, and evolve services offerings. Grew revenues and presented differentiated solutions to solve client business issues.

Key Impact: retained 100% of AGM clients year-on-year; instrumental in developing our client products and deliverables.

EARLIER EXPERIENCE

Senior Manager (Proxy Solicitation) / Company Name, London, UK
Manager (Proxy Solicitation) / Company Name, London, UK

PROFESSIONAL DEVELOPMENT

Bacchus Marsh School of Aviation

Commercial Pilots Licence

St. Monica's, Epping Victoria

Victorian Certificate of Education