

FULL NAME

CONTACT

Address: Location

Phone: 01234567890

Email: email address

PROFESSIONAL SUMMARY

Experienced Project Management Professional and Customer Relationship Manager with a distinguished history in B2B sales and healthcare sectors, notably within the NHS. Excelled in implementing analytical methodologies to streamline processes, resulting in a 30% reduction in administrative overhead weekly. Demonstrated proficiency in fostering client relationships through meticulous attention to detail and a focus on delivering unparalleled customer service. Recognised for driving project outcomes, optimising service delivery, and ensuring compliance with regulatory standards. Dedicated to utilising innovative strategies to consistently meet and exceed key performance indicators (KPIs) while achieving organisational objectives.

EDUCATION

Bachelor of Science: Business Information Technology , 09/2015

Solent University - Southampton

CPD accredited Advanced RTT: 05/2018

Source Group (Leaders in Data Validation)

SKILLS

- Advanced problem-solving
- Strategic stakeholder management
- Data-driven CRM management
- Compliance and Risk management
- Performance measurement
- Salesforce
- Agile Methodologies
- Strategic time management
- Data validation
- Artefacts management
- Work breakdown structure (WBS)

WORK HISTORY

Patient Operations Manager, 01/2019 to Current

Maternity Directorate, St. Thomas' Hospital, NHS

- Achieving seamless workflows and tangible results in correlation to organisational KPIs by leading project management efforts which encompassed agile methodologies to optimise departmental operations through collaborative engagement within a multi-disciplinary team.
- Improving operational efficiency by reducing administrative workload by 30% per week through strategic utilisation of Salesforce and MS tools. This optimisation enabled streamlined management of tasks such as timetables and patient data.
- Enhancing service offerings and increasing alignment to organisational goals by spearheading the cross-functional collaboration within a multi-disciplinary team to develop services aligned with departmental plans and Trust corporate objectives.
- Successfully mitigating risk and enhancing data integrity of patients by implementing data validation procedures such as reviewal, auditing and monitoring processes within our IT systems ensuring GDPR compliance and data accuracy.
- Strategically enhancing security measures and advancing patient outcomes by leading collaborative initiatives with the Clinical team to identify areas of improvement and standardised protocols for both emergency and non-emergency scenarios.

Client Relationship Manager, 09/2015 to 05/2018

Café Deli Wholesale

- Led project management efforts by cultivating profit-building business relationships with 30+ clients, focusing on building and maintaining strong connections to ensure client satisfaction, retention, and loyalty while delivering measurable results.
- Optimised customer acquisition and operational efficiency by strategically implementing project management initiatives, including setting client outreach SLAs, standardising customer data collection procedures, and developing comprehensive client onboarding documentation.
- Drove strict adherence to compliance and data protection regulations through comprehensive ownership of the entire data validation workflow for client accounts. This involved meticulous verification of purchase orders, invoices, receipts, and client contact information, ensuring every step of the process was executed flawlessly.
- Championed the implementation of a multifaceted conflict resolution strategy,

incorporating five proven methodologies, which were presented during collaborative workshops with colleagues. This resulted in a remarkable 58% reduction in resolution lead time, enhancing overall efficiency and teamwork within the organisation.

- Achieved a 33% increase in new client acquisition within a 6-month period by meticulously managing and directing digital marketing initiatives. This involved overseeing the end-to-end design and promotion process for advertisements, employing strategic project management methodologies to drive successful outcomes and meet targeted objectives.

Coordinator & Youth Cooperative Liaison, 05/2015 to 09/2015

Lambeth Cooperative (Lambeth Council)

- Spearheaded 1:1 readiness assessments with clients, thoroughly evaluating their capabilities and interests to tailor service provisions effectively.
- Enhanced client readiness for job applications by executing comprehensive employability skills workshops, covering essential areas such as CV writing, group assessments, and interview techniques.
- Established partnerships with charities and job centers to create diverse client opportunities, frequently visiting onsite to streamline collaboration.
- Ensured inclusive and accessible service delivery by coordinating reasonable adjustments for clients with Autism and learning difficulties.
- Facilitated cross-functional collaboration with client support, legal and development teams to enhance referral partner relationships, boosting service reach and effectiveness.