

# SAMPLE RESUME

## Chief Operating Officer

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### OPERATIONAL OPTIMISATION | FINANCIAL MANAGEMENT | PROFIT MAXIMISATION

Highly esteemed Chief Operating Officer possessing extensive group management expertise, streamlining operations and optimising staff performance to drive revenue growth across large scale enterprises. Secures and strengthens lucrative partnerships, identifying and capitalising on growth and investment opportunities, with notable achievements in construction and real estate industry sectors. Confident and adept decision maker, responding to risks with finesse and maturity to integrate effective control mechanisms. Strategizes operational frameworks to integrate and align with company vision and senior management objectives, fostering enhanced staff performance, achieving best practice and maximising profits.

#### EXPERTISE OFFERED

- |                                  |                                 |                        |
|----------------------------------|---------------------------------|------------------------|
| ❖ Internal Systems Control       | ❖ Performance Management        | ❖ Business Modelling   |
| ❖ Business & Systems Analysis    | ❖ Relationship Management       | ❖ Risk Management      |
| ❖ Policy Design & Implementation | ❖ Best Practice & Benchmarking  | ❖ Strategic Planning   |
| ❖ PR & Marketing Strategy        | ❖ Audit Management & Compliance | ❖ Corporate Governance |
| ❖ Financial Analysis & Modelling | ❖ Organisational Development    | ❖ Sales Strategies     |
| ❖ Sales & Profit Improvement     | ❖ New Business Development      | ❖ Pipeline Management  |
| ❖ Cost Reductions                | ❖ Change Management             | ❖ Dispute Resolution   |

#### CAREER HIGHLIGHTS

- ❖ **Supported Revenue Growth by AED 27M in 2 Years;** analysed partnerships and developing wind down and exit strategy, involving divestiture, sale and exit from low value ventures. Kept local suppliers aware of restructuring to increase business opportunities and introduced bonus scheme to motivate staff to keep aging stock moving.
- ❖ **Transformed Loss Making Entity;** undertook sophisticated negotiations with Investment Company to facilitate loss management agreement for underperforming subsidiary. Presented several investment options, minimising risks and demonstrating partnership suitability. Gained final sign off, and group recorded substantial profit, turning subsidiary performance around and recovering AED 122M of accumulated losses.
- ❖ **Eliminated Legal and Financial Risks;** undertook assessment of new joint venture, assessing impact upon existing investment agreement involving exclusivity rights. Provided recommendations regarding threats associated with media announcements prior to formal agreement sign off and litigation risks from original investor. Facilitated mutually agreeable termination of existing arrangement and complete sign off prior to media exposure.
- ❖ **Restructured Internal Control Mechanisms;** undertook due diligence analysis, discerning process control weaknesses and inaccurate representations of progress vs. costs. Implemented additional safeguards and reconciliation control, improving payments and purchases accuracy and minimising losses.
- ❖ **Increased Profits by 77%;** ensured cohesion between subsidiary priorities and management interests, integrating realistic targets alongside tailored incentive scheme to increase employee buy-in and boost revenue.
- ❖ **Streamlined Company Processes;** pinpointed inefficient transaction processes, leading to poor decision making affecting company profitability. Replicated transactions in test environment to determine best practice, integrating inbuilt controls and drafting new operating procedures which were subsequently implemented nationwide.

#### CAREER SNAPSHOT

Position Title; Company, Mon Year – Mon Year  
Position Title; Company, Mon Year – Mon Year  
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Position Title; Company, Mon Year – Mon Year

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## EMPLOYMENT NARRATIVE

### Company Name

Leading investment group, overseeing management of 30 companies and 1000+ employees with turnover of approximately AED 1Bn. Operational activities span across Automotive, Industrial, Financial Services, Hospitality & Leisure, F&B, General Trade and Services and Healthcare sectors.

### Group Financial Officer/Chief Operating Officer

Mon Year – Mon Year

Sought out for role. Provided hands on leadership enabling creation and achievement of vision, mission and strategic targets. Developed effective group strategy, encompassing restructured operating model and integrated management processes while championing change management strategies.

- ❖ **Conceptualised & Realised New Company Vision;** met with CEO and engaged company General Managers to develop strategic goals and mission, sending questionnaire to identify views and offering prize for best ideas as incentive for contribution. Collaborated with Board to formulate approved vision and strategy.
- ❖ **Transformed Loss Making Entity;** engaged in sophisticated negotiations with Investment Company to facilitate loss management agreement for underperforming subsidiary. Presented several investment options, minimising risks and demonstrating partnership suitability. Gained final sign off, and group recorded substantial profit, turning subsidiary performance around and recovering AED 122M of accumulated losses.
- ❖ **Eliminated Legal and Financial Risks;** undertook assessment of new joint venture, assessing impact upon existing investment agreement involving exclusivity rights. Provided recommendations regarding threats associated with media announcements prior to formal agreement sign off and litigation risks from original investor. Facilitated mutually agreeable termination of existing arrangement and complete sign off prior to media exposure.
- ❖ **Restructured Services Model to Save AED 5M;** centralised shared group service, recruiting qualified staff, implementing group ERP system and removed standalone processes. Introduced balance scorecard to increase efficiency and motivate staff. Consolidated services and reduced headcount and expenses, reallocating costs to correct areas.
- ❖ **Revitalised Staff Performance;** responded to confidence issues hindering staff capabilities, implementing new reporting structure to empower staff to take greater control and initiative. Direct reporting line met best practice requirements and enhanced staff performance, achieving 50% inventory turnover increase and complete elimination of account write offs.
- ❖ **Secured Strategic Partnerships;** undertook competitive market intelligence review, comparing industry benchmarks and assessing investment model. Determined numerous business opportunities resulting in international Joint Manufacturing Venture.
- ❖ **Championed ERP System Redevelopment;** led enhancement process to successfully deploy Oracle system across key operation companies. Built strong team with new project manager, ensuring complete familiarity with user, business and reporting requirements. Engaged in complex contractual negotiations to save AED 2M and meet challenging timeframe, implementing system across nine diversified enterprises.
- ❖ **Strengthened Board Activities;** engaged Board regarding strategic plans and financial and growth decisions, implementing portfolio management tool to support investment and divestiture decisions. Developed long term business funding strategies including dividend policy and asset securitisation to enhance business growth and maximise revenue.
- ❖ **Supported Revenue Growth by AED 27M in 2 Years;** analysed partnerships and developing wind down and exit strategy, involving divestiture, sale and exit from low value ventures. Kept local suppliers aware of restructuring to increase business opportunities and introduced bonus scheme to motivate staff to keep aging stock moving.
- ❖ **Mitigated Economic Threats;** used market intelligence review findings to identify business risks, including GFC limiting infrastructure investments. Delayed new manufacturing investment to focus on local ventures and increased import purchases to facilitate economic recovery while testing local product acceptance.

### Company Name

Diversified corporate with subsidiaries operating throughout the Middle East and Northern Africa with an annual turnover of approximately AED 800 Mn. Operations encompass Construction, Manufacturing, Retail, Printing & Publishing, Travel & Tourism, Education, Healthcare and Investment.

### Group Chief Financial Officer & Group Administration Manager

Mon Year – Mon Year

Approached directly for position, oversaw Groups Treasury, Finance and Accounting, Credit, Admin and Internal Audit function. Key focus revolved around growth opportunity capitalisation, profit increases, management system implementation, budget integration and project financing. Led group restructure, developing and achieving key business priorities to maximise growth opportunities.

- ❖ **Increased Profits by 77%**; ensured cohesion between subsidiary priorities and management interests, integrating realistic targets alongside tailored incentive scheme to increase employee buy-in and boost revenue.
- ❖ **Capitalised on Growth Opportunities**; recognised Algerian health sector as profitable opportunity, with medical and diagnostic equipment sales enterprise creation. Leveraged expertise and current high profile Toshiba agency representation in UAE to gain lucrative Philips equipment agency.
- ❖ **Facilitated Recovery of AED 13M**; responded to poor investment decision made prior to commencement, resulting in loss of funds advanced to contractor involved in unethical scheme. Devised strategy to keep project moving forward and subcontractors engaged while funds were recovered and undertook project analysis to determine involved parties.
- ❖ **Restructured Internal Control Mechanisms**; undertook due diligence analysis, discerning process control weaknesses and inaccurate representations of progress vs. costs. Implemented additional safeguards and reconciliation control, improving payments and purchases accuracy and minimising losses.
- ❖ **Substantially Improved Staff Performance**; analysed staff attitudes and productivity levels during various shift times, discerning inefficiency stemming from large break between working hours. Proposed to streamline the split shift/six working day arrangement into five full days, overcoming resistance to integrate new system to increase staff engagement and satisfaction levels whilst generating greater efficiency.
- ❖ **Retained Key Client to Increase Sales by 15%**; confronted with strained relationship causing potential account and product agency right loss. Met with integral personnel to identify frustrations and present solutions, rebranding initiatives, restructuring operations and devising new action plan. Negotiated revised arrangements, increased customer satisfaction and strengthened relationship alongside revitalisation of underperforming subsidiary.
- ❖ **Enabled AED 900M Construction Ventures**; undertook capital project financial analysis, assessing feasibility and profit potential resulting in go ahead for large construction projects including hospital and warehouse developments.
- ❖ **Expedited AED 9.6M Construction Project Completion**; responded rapidly to school expansion decision, visiting site and calling meeting to address barriers with potential to hinder progress. Developed strategy, coordinating and prioritising workflow between subcontractors whilst dedicating extensive face time and maintaining supplier contact. Provided incentives to drive timely completion and meet expected school opening deadline.

#### Company Name

Global leaders in manufacture and distribution of stored electrical energy solutions, being world's foremost supplier of lead-acid batteries for Network Power, Motive Power and Automotive Applications. Operates in 89 countries with 17 Automotive manufacturing plants, 11 Industrial manufacturing plants and 12 Recycling facilities.

#### Financial Controller – Industrial Division

Mon Year – Mon Year

- ❖ **Enabled Substantial Business Expansion**; created and implemented strategic financial plans, setting clear budgets, outlining forecasts and monitoring business performance levels.
- ❖ **Reduced Stocktake Discrepancies by 97%**; introduced improved inventory control measures, integrating warehouse dispatch requirements to ensure attachment of necessary paperwork. Separated invoicing to warehouse from sales and administration, making warehouse completely accountable for stock.
- ❖ **Streamlined Company Processes**; pinpointed inefficient transaction processes, leading to poor decision making affecting company profitability. Replicated transactions in test environment to determine best practice, integrating inbuilt controls and drafting new operating procedures which were subsequently implemented nationwide.
- ❖ **Transformed Factory Supply Chain Model**; conducted complete analysis to determine areas for improvement, strategically increased outsourcing to focus manufacturing activities on more economic products, optimising factory capacity and eliminating process inefficiencies and wastage.
- ❖ **Maximised Profits by 9.7%**; undertook major Telecommunications and Utility/UPS projects, overcoming challenges associated with saturated market via expertise in cost accounting, project forecasting and inventory control to achieve substantial revenue increases.
- ❖ **Recovered AUD \$360K in Lost Funds**; Applied standard reconciliation policy to determine lost funding source, identified service provider overpayment despite absence from statement of account.

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#### PAST EMPLOYMENT HISTORY

Position Title; Company, Mon Year – Mon Year

Position Title; Company, Mon Year – Mon Year

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#### EDUCATION

*Bachelor of Commerce*, University of Western Sydney, 2002  
*Diploma in Business (Accounting)*, South Western Sydney Institute of TAFE, 1992

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#### PROFESSIONAL DEVELOPMENT

*Consultative Committee Showcase Course*, Australian Industry Group, 2006  
*Internal Quality System Auditing*, Royal Process Development, 1996

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#### MEMBERSHIPS & ASSOCIATIONS

*CPA*, 1997

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#### TECHNICAL SKILLS

JD Edwards | SAP | Oracle IBM AS400 | BPCS Operating Systems  
Peachtree | Kerridge | Tally | WinGold | Sage  
MS Office Suite: Word | Excel | PowerPoint

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#### LANGUAGES

Fluent – Arabic

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#### REFERENCES

*Available Upon Request*