

Example skills based CVs

Curriculum Vitae John Brown

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PROFILE

Results focused Director of Human Resources with a proven track record of success. Able to develop and deliver HR strategies to support business objectives. Strong commercial skills with extensive expertise in change management, talent development, acquisitions and disposals.

KEY SKILLS

General Management

- Directed a team of 70 HR professionals supporting a 50,000 employee £3 billion turnover business
- Achieved an 82% improvement in key people performance measures over a three year period
- Delivered, as a member of the operating board, a 60% increase in average outlet weekly sales through the effective implementation of business plans and estate strategy
- Improved staff productivity and service by implementing a sales initiative which resulted in £5m revenue increase and 20% increase in guest satisfaction
- Reduced overhead costs by £20 million through the effective implementation of the people aspects of a major change programme

Management Development and Training

- Implemented industry leading development programmes for operational management to improve capability in retailing supporting a 35% growth in volumes over a two year period
- Improved the quality of retail management training and reduced costs by 30% by the introduction of a new company wide approach
- Improved internal succession to Brand Director by 25% through the introduction of an high potential programme supported by external coaches

Recruitment and Selection

- Increased independent customer service audit results by 20% through the introduction of retail staff brand audition events designed to match the values and attitudes of staff to target consumer groups
- Increased the number of high performing Area Managers by designing and implementing an assessment centre approach to selection
- Reduced retail management turnover levels by 20% through the introduction of a validated set of selection processes
- Implemented online application process increasing conversion to interview by 30% and reducing administration costs by 15%

Employee Relations

- Reduced legal and settlement costs by 30% through improved education programmes and more effective policy
 - Reduced retail management union membership from 40% to 8% through the introduction of a partnership employment model
 - Introduced new contractual terms designed to enable management to share in the profit growth of the company
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CAREER HISTORY

Prestige Publishing 1990 – 2015

- **Director of HR Europe 2002 – 2015**

Led a team of 70 HR professionals in £1.9 billion turnover business

- **Director of Human Resources – UK 1994 – 2002**

Directed all aspects of divisional HR for 1800 outlets and 30,000 employees

- **Director of HR – South 1990 – 1994**

Managed all aspects of HR what was then called Concerto Publishing

QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

- MSc in Business Administration
- Fellow of The Chartered Institute of Personnel and Development
- Qualified user OPQ, MBTI, 16PF
- Harvard Advanced Management Programme – 8 weeks

Curriculum Vitae

Jane Brown
Malvern
Worcs
Tel: 07712 345678
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Profile

Highly motivated, energetic senior sales manager. A natural leader with strong interpersonal and communication skills, who thrives on being involved in leading teams in an environment of creativity and constant change. Responsible for the results of a keenly focused team in terms of sales, quality and profitability. Displays initiative and a positive outlook to all challenges, an ideas generator, decisive and highly adaptable to change. Extensive experience and knowledge of both general and sales management with an in-depth understanding of the people business.

Key Achievements

- Developed teams of managers, mentoring both personal performance and that of the sales units, ensuing objectives achieved together with quality and service standards being maintained.
 - Created a competitive team spirit whereby individual and collective performance was recognised. Provided league tables, instigated competitions, produced interesting and varied communication formats.
 - Energised team, created environment ensuring national sales campaigns were tackled enthusiastically with success being achieved and measured in improving performance position.
 - Appointed and managed new direct sales force including sales meetings, one-to-one coaching and field visits.
 - Developed and nurtured relationships with sales units to achieve common business objectives resulting in business levels being increased by 140% over a six-month period
 - Produced quarterly/annual business plans to ensure focus and direction to achieving business and quality objectives. Instigated and developed a programme and systems for achieving total quality management resulting in customer service complaints being reduced by 28% in three months.
 - Responsible for staff recruitment at junior management level, disciplinary matters and general personnel responsibilities including managing staff budgets.
 - Responsible for quarterly/annual appraisal process whereby individuals recognise critical successful factors which are incorporated within a personal development plan.
 - Involved with the training of staff both within units and at the area training centre. Follow-up process adopted to ensure training benefits maximised.
 - Took part in strategic process from inception to final presentation enabling project management skills to be developed to the full.
 - Conducted regular meetings and one-to-one discussion using consultative planning approach agreeing action points to ensure progress.
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Career History

1979 to the present **Stable Building Society**
2004 – present **Area Sales Manager** Midlands
Responsible for 16 managers, 135 staff
Reporting to the Area Sales Director
2003-2004 **Regional Sales Manager** East Midlands
Responsible for 8 managers, 4 direct sales
2002-2003 **Regional Manager** Coventry
2001-2002 **Assistant Regional Manager** Coventry
2000-2001 **Branch Manager** Harrogate
1993-2000 **Branch Manager** Crewe
1987-1993 **Branch Manager** Maidenhead
1979-1987 **Junior Manager** Various locations

Personal Development

March 1997 Sundridge Park Management Centre
Nov 1993 Peters Management Consultants [Sales Training]
Dec 1981 Ashridge Management College
Extensive Internal training

Additional Information

Married – 1 child
Fellow Chartered Building Society Institute
School Governor/Chairman of charitable trust
Past member of Round Table, holding a number of offices including chairman
Computer literate – all MS Office software packages