ALEX PARKER

Operations & Commercial Leadership

New Zealand | alex.parker@example.com

PROFILE

An operations leader experienced in coordinating multi-site businesses and building capable management teams. Combines commercial oversight with practical attention to service, systems and people. Works closely with senior colleagues and site leaders to translate strategy into clear priorities, strengthen accountability and support consistent delivery.

PROFESSIONAL EXPERIENCE

Head of Operations

Southern Supply Group | 2020 - Present

- Oversee six distribution and service sites with a combined workforce of 70; report to the Chief Executive.
- Contribute to annual business planning, operating budgets and resource decisions.
- Established a shared performance review process so site leaders could assess service, staffing and operational priorities consistently.
- Led a phased dispatch consolidation, coordinating site responsibilities, staff communication and customer arrangements.
- Introduced manager development sessions focused on practical problem-solving, feedback and accountability.

Regional Manager

Beacon Services | 2015 - 2020

- Led four branches, supporting managers with staffing, customer relationships and operational planning.
- Worked with finance and sales colleagues to review branch results and agree improvement priorities.
- Coordinated supplier discussions and cross-branch support when workload or staffing needs changed.

CORE STRENGTHS

People leadership

Multi-site operations

Commercial planning

Budget oversight

Service improvement

Manager development

Supplier relationships

Change delivery

LEADERSHIP HIGHLIGHTS

Shared priorities
Established a consistent operating review across six sites.

Practical change
Coordinated a phased dispatch consolidation.

Stronger managers
Introduced regular problem-solving and development sessions.

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EARLIER EXPERIENCE

Branch Manager

Beacon Services | 2011 - 2015

- Managed a local service branch with responsibility for staff scheduling, customer support and daily operating routines.
- Introduced a weekly planning meeting to coordinate customer commitments and allocate resources.
- Coached team supervisors and contributed practical feedback to regional projects.

ADDITIONAL EXPERTISE

Commercial judgement
Works with budgets, operating reports and service information to understand performance and prioritise action.

Organisational change
Plans changes in stages, clarifies responsibilities and keeps staff and customers informed.

People development
Builds manager confidence through clear expectations, constructive feedback and shared problem-solving.

Stakeholder relationships
Works across operations, finance and sales to align decisions with customer needs and business capacity.

QUALIFICATIONS AND DEVELOPMENT

Diploma in Business Management | 2014
Continuing development in leadership, commercial management and workplace safety.

CAREER DIRECTION

Seeking an operations leadership role with scope to develop people, improve consistency across locations and contribute to sustainable business performance.

LEADERSHIP APPROACH

Make expectations clear
Connect business priorities with practical responsibilities.

Support good decisions
Give managers useful information, feedback and room to act.

Follow through
Keep commitments visible and review progress constructively.

MOTIVATION

Building capable teams, improving service and turning plans into dependable day-to-day delivery.

OUTSIDE WORK

Walking, gardening and volunteering at community events.

CONTACT

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Illustrative contact details only.

Referees
Available on request.