

Dave Droar

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Systems Thinking | Problem Solving | Continual Improvement

Summary

Dave has brought significant benefits to companies within consulting and advisory roles. A professional, committed problem solver and instrumental team player, Dave has a systems thinking approach.

Dave has a unique skills mix with a balance between technical, operational, and commercial areas. Dave loves learning and is continually expanding his knowledge and skills

Dave will contribute experience, understanding and incisive analysis to your organisation.

Areas of expertise

- Improving systems and processes by synthesising learning from other areas
- Analysing complex situations and systems rapidly for reporting and troubleshooting
- Co-ordinating diverse teams and successful website/product launches
- Maximising the success of online presence by integrating with systems and selling internally and externally
- Advising on internal communication, information usability and interaction, e-commerce, branding, presentation skills, training, staff induction and all things communication
- Diffusing crises by seeing issues as networks: quickly determining key points, resource constraints and personalities to present alternatives to clients and fix the issue
- Synthesising multiple inputs and see concepts and flows in plan form

Employment

Project Manager (senior online operations executive, electronic operations co-ordinator, web executive)

[Croner Publishing Group](#)

Feb 2002 - Present

- Created online reporting systems
- Co-ordinated online activity across the business
- Driven initiatives to unify the business' approach to the online world
- Advised on strategy and communication as the online internal consultant
- Managed and successfully delivered major online projects
- Grown the online customer base
- Integrated online philosophy into the company

Consultant

[BroadVision Inc](#)

Sep 2000 - Feb 2002

- Created websites: MyTravel search, Opodo ordering error system
- Trained customers and consultants in use of BroadVision
- Solved issues as a trouble-shooter for numerous clients
- Managed system testing for major Croner project

New Hire Training Lead (UK) (associate consultant)

[Siebel Inc](#)

Jul 1999 - Sep 2000

- Volunteered to assist with the initial training course (BootCamp) on a three-month secondment
- Promoted to lead BootCamp for six months, training over 150 people
- Achieved the highest student satisfaction rates ever (96%)
- Consulted to Merrill Lynch/HSBC Share Dealing as workflow specialist and created the automated account opening process

Industrial Applications Chemist

[International Specialty Products \(ISP\)](#)

Jun 1997 - Aug 1998

- Solved customer issues using company products on time critical projects as sole worker
- Created a novel UV coating system that was used by a customer and netted the company \$¾million
- Designed a total of five successful solutions for different clients in different markets
- Improved the economic viability of ISP products in the paper coating market by considering benefits to whole system to create a project worth \$800million in world-wide sales.
- Led the continuation of the paper coating project on a specially extended contract
- Secured lab space and £10k of specialist equipment to complete BSc dissertation on environmentally considerate chemical replacements in the steel finishing industry (Aug 1998 - May 1999)

Formal Education

BSc (Hons) 2:2 Chemistry with Management Studies

[AUS](#) - Associate of the University of Surrey with Merit

A levels in Maths (A), Chemistry (C) and Politics (D)

AS level in Philosophy (B)

GCSEs: 8xA, 1xB

A level points: 310 (new method) 24 (old method)

Professional Development

Various courses and conferences supplement my extensive experience

- Diploma in Systems Practice (Open University) ([more info](#))
- Philosophy A level
- Facilitation skills
- Website usability
- Deming Forum 2002 and 2003
- Modern Physics
- Reith lectures 2003
- Neurological Origins of Individuality
- Siebel certified consultant
- Attended and taught BroadVision courses
- Introduction to NLP and NLP evening courses
- User Experience 2003: Information Foraging and Emotional Design
- David Gurteen's [Knowledge Cafés](#)
- Royal Institution Lectures
- CIPD seminars

Other Experience

Script-writing, actor, singer, lighting designer and operator. Elected representative at school, college, university and now staff suggestion committee.

Early Career

- Organised own work experience with Don Foster MP and St Ivel flavour laboratory
- Expanded role with Marks and Spencer to become tailoring advisor and cash trustee
- Improved year on year sales by 50% as supervisor in hotel
- Funded university entrance through commission only sales job

Personal

DoB: 27-AUG-77

Interests: Personal development, contemporary alternative music, Mediterranean and Oriental cookery, interior design and current technological developments