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DoB: 27th August 1977



Systems Thinking | Problem Solving | Continual Improvement

Summary

Dave believes that quality in systems of work is a route to achieving our individual and collective potential. He is passionate about enabling people and work processes, and experienced in the change skills that underpin this.

His unique selling point is the ability to deliver results: linking broad experience, skills and disposition into coherent action. His balance of technical, operational, commercial and people skills comes from a love of learning.

Areas of experience

Company organisation:	quality organisation processes operations
Systems thinking:	holistic view get to the root of issues change that sticks
People skills:	rapport communication coaching development
Organisational transitions:	growth team development business turnaround
Customer-orientation:	understanding requirements empathy proposals negotiation delivering satisfaction
Finance:	cashflow debt structuring management & statutory reporting analysis & recommendations due process judging investments
Fast-paced:	thrives in quick-moving environments
Teams:	recruitment establishing managing motivating developing
Dealing with complexity:	mature and self-aware ambiguous requirements multiple stakeholders conflict situations
Synthesis:	delivering measurable results through all these skills

Employment

Operations Director Future Considerations Sep 2004 - Present

- Value add: Central part of team to turn company around: reduced cost base, company tripled in size and revenue, from significant loss to industry standard profitability.
- Recruited and manage most of the company staff: junior consultant team, office manager, PA, project manager and finance manager
- Established and maintain processes that enable business turnaround – hold and deliver these in a busy and constantly changing environment
- Experience middle manager: familiar serving complex, ambiguous requirements from multiple sources and working pro-actively
- Manager of most non-client activity:
 - facilities
 - website / company face
 - processes & procedures
 - management information
 - sales process
 - financial planning / forecasting
 - cash-flow
 - supplier management
 - IT & communications
 - staff line management
 - billing & logistics
- Additionally deliver some client work as a consultant, £250k direct revenue earned.

What I've enjoyed most is developing the company by helping people to fulfil their potential

Electronic Operations Manager Croner Publishing Group Feb 2002 – Sep 2004

- Value add: ~£250k costs saved, company now a major online player
- Managed and successfully delivered 3 major online projects totalling ~£500k
- Co-ordinated online activity across the business – aligning people and processes
- Advised on strategy and commercial implementation as the internal consultant
- Quadrupled online client base via campaigns, search engines, and design improvements
- Led projects to integrate newly acquired company's web brands and back-office fulfilment
- Single point of contact for management on Croner's online performance

Consultant BroadVision Inc Sep 2000 - Feb 2002

- Value add: ~£450k revenue, trained individuals and happy customers
- Created a novel method of system communication for MyTravel.co.uk
- Ensured ordering system stable and working in five languages for the Opodo project
- Trainer and trouble-shooter internally and for variety of clients
- Managed system and user testing for major Croner project

New Hire Training Lead (UK) Siebel Inc Jul 1999 - Sep 2000

- Value add: ~\$250k revenue, 150+ trained consultants
- Created Merrill Lynch/HSBC Share Dealing automated account opening process
- Volunteered as assistant for initial training course on a three-month secondment
- Promoted to lead course for UK, managing an assistant and training 150 people
- Achieved the highest student satisfaction rate ever (96%)
- Created new induction: reducing time from trainee to billing from eight to five weeks

Industrial Applications Chemist International Specialty Products (ISP)
(sandwich placement) Jun 1997 - Aug 1998 & Aug 1998 - May 1999

- Value add: ~\$1m revenue, new product line
- Solved customer issues using company products on time critical projects
- Created a novel UV coating system and netted the company \$¾m in first three months
- Designed a total of five successful solutions for different clients in different markets
- Secured lab space and £10k of equipment for dissertation on steel finishing

Formal Education:

- **MBA** Currently reading(OU completes 2009)
- **Dip Sys Prac** 2 year diploma in systems thinking and practice at OU
- **BSc (Hons)** Chemistry with management
- **AUS** Associate of University of Surrey awarded for success in sandwich year
- **A levels:** Maths A, Chemistry C, Politics D, Philosophy C
- **GCSEs:** 8xA, 1xB

Professional Development

- Deming Forum business conference (2002 – onwards: speaker in 2007)
- Various skills courses: facilitation, NLP, technology usability, coaching
- Distance learning courses in physics, philosophy and neurology
- Newfield | Strozzi | Landmark | MKP personal development
- Somatic / whole body development
- Linguistic ontology impact development
- Coaching: receiving, giving and courses
- CIPD and SOL seminars

Other Experience

Advanced computer skills, clean driving license. Renovated home to environmentally-friendly standard, successful 'Blog' writing (15,000 visitors /month), run my own coaching company www.arrodcoaching.co.uk.

Personal

Interests: Business, personal development, contemporary alternative music, Mediterranean cookery, wine, dancing, interior design and philosophy.