# Thomas Douglas

## Address:

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Nationality:

British

### Personal Profile:

* A logical thinker, who welcomes responsibility, organised and effective first time
* Academic knowledge and application of skills, together with experience of working in both commercial and media business environment
* Has substantial experience of working at managerial level within high volume, pressurised environment which is client focussed
* Excellent experience gained in a legal environment and has a high level of knowledge with various Legal and Financial Regulations.
* Influential individual with the ability to motivate others while maintaining a high level of personal performance
* Creative and forward thinking
* Seeking a position in a progressive company that will challenge and develop further.
* Since being made redundant I have been volunteering at a local Cats Protection centre.

#### Professional experience:



**Volunteer, Arbroath April 2009- November 2009**

* Meet the general public during the Centre opening hours, offer advice and re-home cats that match their needs.
* Medicate cats using various methods
* Update detailed log for all other staff
* Socialise semi-feral cats so they can be adopted



**Hammondsdirect, System Admin Manager (Conveyancy)** **August 2005-Nov 2008**

**Bradford, West Yorkshire**

* Oversee day-to-day operations of the Systems Administration Department (8 team members in Bradford, UK including 1 Team Leader & 3 in Mumbai, India)
* Systems Administration Department is responsible for all internal databases and their procedures and to focus on providing a high level of service to internal and external clients, ensuring that all SLA are met and dealing with any queries in an efficient manner
* Supervising new Client and Matter instructions and ensuring complying with Financial and Legal Regulations
* Investigating Client/Matter’s further if conflict exists and the reasons behind that and making a professional decision
* Amended Conflict Search function to be more efficient, more cost and time effective
* Implementing and amending polices and procedures
* Provide leadership and motivation to Team and carrying out Performance Development Reviews, sickness management, disciplinary meetings, appraisals and regular 1:2:1’s
* Training and support staff to achieve high levels of service and quality
* Interviewing and recruitment of Team Leaders and Administrators
* Re-evaluating existing working practises and suggesting change if required
* Supporting the Operations Manager by internal reporting in areas such as completing and reviewing MI to ensure all targets are obtained
* Adhering to all Money Laundering Regulations, Solicitors Regulation Authority Code of Conduct and other Financial and Legal Regulations, reporting any issues to the Compliance Manager.
* Improved Service Level Agreements for all clients from 65% to 95% in the space of 24 months
* Carried out 2 projects to improve companies’ staff turnover from stability index of 65% to 87% in 12 months
* Building and maintaining client relationships with all High Street Lenders and branches
* Hammondsdirect Staff Forum - Vice-Chairman
* Employee of the Month – Panel Member



**Hammondsdirect,** **System Admin Team Leader** **July 2004 – August 2005**

**Bradford, West Yorkshire**

* Driving targets and Service Level Agreements to the staff of 10 team members
* Coaching and delivering all business changes to the department
* Systems Administration Department is responsible for all internal databases and their procedures and to focus on providing a high level of service to internal and external clients, ensuring that all SLA are met and dealing with any queries in an efficient manner
* Provide leadership and motivation to Team and carrying out Performance Development Reviews, sickness management, disciplinary meetings, appraisals and regular 1:2:1’s
* Training and support staff to achieve high levels of service and quality
* Adhering to all Money Laundering Regulations, Solicitors Regulation Authority Code of Conduct and other Financial and Legal Regulations, reporting any issues to the Compliance Manager.
* Improving Service Level Agreements for clients
* Supporting the Manager, before successfully being promoted into the role of Team Manager a year later



**Npower,** **Senior Data Analyst (Utility Billing)** **November 2003- July 2004**

**Leeds, West Yorkshire**

* Managing a team who eliminated problems with existing customers utility accounts
* Developing and improving Npower business processes
* Training & coaching staff members

*Kinetic Events*

**Freelance Events Organiser September 2002- December 2003**

**Leeds, West Yorkshire**

* Working on Conference and Corporate events on a freelance basis
* Liaising with Directors on advertising and Pop Music promotions
* Operating ‘autocue’ for television shows and conference speakers



**GE Capital Staff Trainer (Consumer Credit) April 2000- September 2002**

**Leeds, West Yorkshire**

* Training delivery to a diverse mix of user skill levels, including inductions and compliance modules. Main skills short-term and long-term debt arrears.
* Internal liaison with all business areas to identify training needs
* Ongoing coaching and support
* Design and production of quality training materials
* Communication of process / system changes to staff
* Introduced sustainable training programmes
* Working to set objectives with strict deadlines
* Long-term project work
* Management of the company’s internal online resource library

#### Significant Achievements:

##### Institute of Leadership & Management

* Introduction to First Line Management (Level 4)
* Certificate in First Line Management (Level 5)

Both of the above courses were on day release, once a month from work duties, whilst at Hammondsdirect. Each lasted for one year at BTAL Bradford. Topics included Communication, Managing People, Managing Resources and many others. Both courses were passed above 85%.

**WSET.**

**Advanced Certificate in Wines and Spirits. Level 1-3**

**Diploma in Wines and Spirits Level 4**

Provide expert knowledge of the principal wines and spirits of the world combined with commercial factors and a thorough system for the professional evaluation of wines

##### Education

B.Sc (Hons) Psychology & Sociology

2 ‘A’ Levels Geography & Psychology

1 ‘AS’ Level Sociology

9 GCSE’s Grade C+ (Including Maths, and English Lit & Lang)

#### References available on request