

Charles Bond

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Seeking: Operations Manager role within transport or financial service sector

Profile

Committed, hands-on **Healthcare Manager** with over 10 years' progressive experience within the insurance sector. Possesses an enviable track record for introducing and implementing processes to save companies time and money, and positively impact bottom line results.

- ✓ **Expertise in utilising Six Sigma methodologies** to examine problems, evaluate probable causes and identify possible long-term solutions.
- ✓ **Well-respected manager**, passionate about investing in people, encouraging growth and development. Leads by example and empowers team members to meet/exceed company expectations.
- ✓ **Customer focused with a can-do attitude** and a talent for addressing the specific needs of clients with a proven ability to go the extra mile for customers.

Areas of Expertise

- People Management
- Six Sigma
- Change Management
- Process Development
- Problem Solving
- Customer Focus

Professional Experience

CJ INSURANCE: Winchester, Hampshire

2006–Date

One of the UK's leading general insurance groups with 2,000 employees and turnover of £12M per annum.

Technical Claims Controller

Recruited as first point of contact for 102 staff tasked with providing claims advice. Tasked with setting business objectives for the Claims Advisory team and overseeing high value/complex claims within PMI, Personal Accident and Travel. Undertakes site visits and raises any concerns with management. Provides mentorship and coaching to two technical controllers plus induction training for new starters.

- **Regularly deputises for the Healthcare Claims Manager** including managing four team leaders and 30 staff.
- **Reduced client and broker complaints by 95% within three months via the introduction and implementation of new claims processes** utilising Six Sigma tool.
- **Successfully relocated and integrated the technical claims department** from Petersfield to Winchester, ensuring continuity of service and a smooth transition.
- **Saved the business circa \$1.5m in claim payments over an 18-month period**; one such case involved the successful resolution of a US litigation case which saved \$1m alone.

BCA CONSULTANCY: London

2002–2005

Specialist general insurance intermediary providing insurance broking services.

Group Claims Manager

Headhunted to create a standalone third-party administration company which encompassed hiring all staff, developing the IT platforms, and creating and documenting claims methodology. Managed a team of 25 from partnership and by 2005, managed eight full-time employees in claims administration, working on behalf of four different insurers.

- **Instrumental in securing approval from five insurance companies** to accept BCA as a third-party administration company.
- **Saved the business £500k within 12 months** following the outsource of partnership.

- **Attracted two of the most experienced members from Network Group** team to join BCA.
- **Significantly extended customer base to 10+ clients;** previously, 99% of all business came via one insurance company.
- **Enhanced brand recognition, providing the business with a competitive advantage;** produced, implemented and continually evolved the marketing plan.
- **Consistently administered claims in accordance with client expectations and budgets,** and ensured their requirements were fully understood and met.

NETWORK GROUP: Hitchin, Hertfordshire

2001–2002

A third-party claims administration company in payment protection, travel and household insurance.

Senior Claims Technician

- **Created a free-flowing process to eliminate a three-month backlog, re-enabling compliance of a three-day service.** Previously, this was a problem the company had felt unable to resolve without additional resources.
- **Significantly improved technical and soft skills of the claims team;** implemented a full-scale training plan that enhanced medical and insurance knowledge and reduced call durations.
- **Saved £250k in six months, £1.8k per claim;** dramatically improved the claims process for handling GAP insurance claims.
- **Appointed as Claims Department Representative;** attended client review meetings to inform on problematic claims and level of service being provided

HOWARD JONES LTD: London

2001–2001

A leading provider and promoter of global conferences, professional training, inhouse training, corporate hospitality and online information

Account Executive

Recruited to research and identify prospective clients across the UK and mainland Europe that would benefit from attending strategy business conferences.

- **Consistently met and exceeded weekly sales targets.**

SUPREME INSURANCE GROUP: London

1998–2001

Global underwriter of personal lines insurance

Technical Account Manager

Hired to manage all technical aspects of handling Creditor Insurance Claims

- **Saved the company £20k per annum;** introduced a claims audit programme which reduced the number of administration companies used.
- **Established several formal claims administration agreements** that included service level standards. The content covered legal, financial and administration arrangements.
- **Improved the claims handling capabilities of claims administration companies** by undertaking classroom training sessions.

Early Career

TB20 Assurance: *Technical Claims Assessor*

1997–1998

Q2 Financial Insurance: *Senior Claims Associate*

1994–1997

ABC Bank: *Various clerical grades*

1989–1994

Education

8 GCSEs

Additional Information

IT Skills: Proficient user of Microsoft Excel, Word and PowerPoint; AS 400; Lotus 123.

Interests: Enjoys golf, football, travel and property investments.