

Sally Smith

Self employed as Swift Support since September 2023

PERSONAL STATEMENT

An all-rounder with a proven ability to reduce inefficiencies on a daily basis and as part of ongoing improvement projects.

Having worked mostly within the same industry for over 26 years, I have been fortunate enough to be in a position to review and improve on various ways of working and therefore gain a 'best practice' mindset which can be adapted to different business set ups and requirements. My skillset is wide-ranging, multifaceted and transferrable to other industries.

My calm nature and approachability enables me to gain the respect of colleagues at all levels as well as customers and suppliers. This also has gained me a reputation as a 'go-to' person when questions or challenging situations arise.

AREAS OF EXPERTISE

Operations Management

- Extensive knowledge of manufacturing processes in metals as well as plant and machinery capabilities
- Ability to mix operational and commercial requirements to achieve the optimum outcome
- Liaising effectively with suppliers, customers and colleagues and building lasting relationships
- Able to quickly understand a company's operational set up and provide input and plan for development

Personal

- A natural problem solver with a 'nothing is impossible' mindset
 - Highly enthusiastic can-do approach which encourages others
 - Ability to communicate in a clear and effective manner
 - Excellent attention to detail
 - Able to multi-task and prioritise workload with a hands on approach
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CAREER HISTORY

Operations Director, Salix Stainless Steel Fabrications : September 2022 – September 2023

Overall responsibility for the day-to-day operation of the business, from production and logistics to purchasing and sales order management. Initial brief was to assess the business, find inefficiencies and create and implement positive change through a structured plan.

Duties & Achievements

- Managing a team of 38 personnel including recruitment, development and training
- Responsible for continuous improvement of internal processes using software already available, thus reducing capital expenditure
- Carried out a full study of supplier pricing, resulting in savings of over 20% on costs within 3 months
- Responsible for a fleet of 16 vehicles & 33,000sqft premises, insurance, comms, security etc.
- Maximise accuracy and productivity of staff across all departments, including increased communication
- Carry out site visits to assess installations and meet clients – initially on my arrival with the business, providing a 'PR' function to rebuild relationships
- Managed production of a new website which had been on the businesses' 'to-do' list for many years
- Quality control of products in factory
- Manage capacity for production and ensure all relevant teams provide information in a timely manner to meet client deadlines
- Oversee the finance office and improve on management of Sales & Purchase Ledger
- Maintain client confidentiality – dealing with high profile clients & brands
- PA role for MD in addition to operational duties
- Daily diarising of 6 site engineers movements, covering service requests too
- Responsible for re-introducing a successful Service Department which had fallen by the wayside – building up client base

General Manager, D&D Engineering : September 2010 – September 2022**Estimator, CAD Tech & Customer Services, Goldthorp Fabrications : March 2006 – September 2010**

Asked to join this new start up by colleagues I'd worked for back in 1997-2001. A small team, so requiring cross over in several roles.

Duties & Achievements

- Support and facilitate complete business start up
- Customer Services role, following orders from initial enquiry all the way through to delivery – providing one point of contact for clients
- Duties evolved over time and I began purchasing, setting up comms contracts etc.
- All office administration from job costings up to and including sales invoicing
- Attended a 10 day training course with Sage and delivered full implementation and colleague training on my return

Purchasing & Production Scheduler, Seasons Engineering : April 2004 – February 2006

- Brought in to assist company buyout and merging of 2 businesses production requirements
- All purchasing and inventory management

Customer Services, Buyer & Production Control, RDM Manufacturing : September 2001 – March 2004

- Full customer services role, order process & delivery working directly for the MD
- Production management, purchasing and logistics

Estimator, Goldstar Fabrications : October 1997 – August 2001

- Estimating of stainless steel commercial kitchens. Learning initially and then training others in estimating along with what is and is not achievable in manufacturing
- Trusted with and carried out the implementation of the very first computer network in the business!

Education & Training

- AutoCAD 2D Drafting & Tools
- Sage Accounts Professional (trained by Sage)
- Xero Accounting Certificated (Accounts & Payroll)
- Clacton Country High School: 1992 – 1997; 9 GCSEs A-C

Hobbies & Interests

- Telephone volunteer for combatting loneliness in the elderly
- Live music and musical theatre
- Family history research

References are available on request