

Shan Marcu

PROFESSIONAL SUMMARY

I am a proactive individual with great analytical and problem solving skills. I am proficient on my own but also can be an integral part of any team. I feel i can be a role model for my peers as i posses an amplitude in relationship building. I consistently display independent decision making and have sound judgement to positively impact the task at hand. My previous role enhanced my training, monitoring and morale building abilities with employee engagement and boost performance. I am seeking full time employment that offers professional challenges and to develop my currant abilities. I am a fast learner and always willing to add to my skill set.

EXPERIENCE

BUSINESS OPERATIONS MANAGER, POST OFFICE LTD — 2018-2023

- Analysed data and identified opportunities to minimise operating costs.
- Developed business plans to deliver sustained growth.
- Facilitated on-site staff training, developing processes and procedures to increase operational accuracy.
- Acted as a visible and available health and safety resource in the field by consulting with staff, modelling safe behaviours and encouraging model behaviours.

ESTATE AGENT, RAVEN HOMES – 2017-2018

- Managing sales and letting
- Viewings for both sales and letting
- Referencing and inspections

COURIER DRIVER, P2P COURIERS – 2015-2017

- Multi drop parcels
- Secured documents delivery
- Long distance driving

OFFICE MANAGER, WOODLANE CARS — 2012-2015

- Oversaw office budget to responsibly allocate equipment and resources.
- Managed multiple employee office's, supervising workers, enhancing productivity and driving efficiency.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Provided expert clerical support to different staff and management by handling wide range of routine and special requirements.

EDUCATION

Waltham Forest College — Business & IT, 2009-2011

SKILLS

- Goal development and implementation
- Process coordination and management
- Project Management
- Business Development
- Onboarding and training