

MICHAEL JOHN MORTBY ACIB

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An experienced and professionally qualified, highly effective people manager with a proven record in developing people, implementing change successfully and achieving business objectives.

A confident communicator, effective thinker and innovative leader with the ability to prepare and deliver work programmes and training courses that achieve specific beneficial outcomes to both the individual and the organisation.

Enthusiastic with ability to control multiple projects and assignments within given time scales whilst maintaining a high quality of work.

MJM Business Solutions Limited - Director

April 2003- Present

Training: Delivered a wide range of leadership, people development, management development and customer service skills training to staff at all levels. Worked in a wide range of industries in most sectors throughout the UK, Europe and the Middle East.

Outplacement: Undertaken 1:1 mentoring and career counselling for senior executives

Recruitment and Selection: As an assessor assisted in more than 250 assessment centres nationally contributing to the selection of more than 2000 staff into roles in various industrial sectors and at most levels up to senior management.

Sectors, Industries and Companies worked with

Banking	Barclays Bank,
Chambers	Doncaster Chamber of Commerce
Financial	Direct Line Insurance, EDS, MMCPT
Food Manufacture	Firmenich UK
Government	Defra, Central Science Laboratory, Wheels to Work, British Library
IT	SX3, Northgate IS
Local Authority	Hinckley and Bosworth BC, Wycombe District Council
Ministry of Defence	Combined Services
Oil	Kuwait Petroleum
Pharmaceuticals	Global Company
Printing	Smurfit Print
Telecommunications	BT, ATL Telecom
Transport	Virgin Trains
UN	International Fund for Agricultural Development
Utilities	British Gas, N Power, GE International

Training Delivered

Management Development

Appraisal Skills, Assertiveness, Change Management, Coaching and Mentoring, Communication Skills, Contract Management, Creative Thinking and Problem Solving, Delegation Skills, Discipline and Grievance, Finance for Non Financial Staff, Introduction to Management, New Manager, Performance Management, Performance Development, Presentation Skills, Recruitment and Selection, Service Level Agreements, Time Management.

Customer Service

Complaints Handling, Customer Care, Exceeding Customer Expectations, Handling Difficult Customers, Internal Customer Care, Mystery Shopping, Telephone Skills, Wowing the Customer.

Sales and Marketing

Negotiating Skills, Sales Training, Selling Skills, Successful Lead Generation, Tele Sales Skills, Marketing.

Individual Development

Assessment Interviews, Career Development, CV Writing, Introduction to assessment Centres, Personal Development, Self Marketing,

Organisation

Change Management ,Discipline and Grievance, Equal Opportunities, Equality and Diversity

BT PLC - Contracts Provision Manager

2003 - 2004

Managed, coached mentored and developed a multi-national team of technical engineers to achieve increased customer service standards and personal self development.

Barclays Bank PLC

1975 - 2003

1999 -2003 Regional Customer Service Section Manager - North Eastern.
1999 -1999 Change Manager - North Eastern.
1998 -1999 Sales Manager - West Yorkshire Group.
1994 -1998 Regional Customer Service Manager - Yorkshire & Humberside
1993 -1994 Operations Manager - Huddersfield.
1975 -1994 Various administrative and customer service and junior management roles