


DAVID COSTELLO

OPERATIONS & LOGISTICS COORDINATOR

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 974-3136-3118

 Lusail, Doha, Qatar

PROFESSIONAL SUMMARY

Results-driven Operations and Administration professional with 20+ years of experience in process optimisation, team coordination, and multi-departmental workflow management. Proven track record in streamlining operations, implementing SOPs, and managing cross-functional teams to deliver exceptional service standards.

Experienced in supplier coordination, resource allocation, and performance analytics with strong expertise in Microsoft Office Suite and data management systems. Currently seeking to leverage extensive operational expertise in transport and logistics coordination.

CORE COMPETENCIES

Operations & Process Management

- Multi-department workflow coordination
- Sops implementation & optimisations
- Process improvement (40% efficiency gains)
- Performance monitoring systems
- Resource allocation & planning

Data Management & Analytics

- Advanced Microsoft Office Suite
- Performance dashboard creation (Excel, Tableau)
- Database management & data entry
- Service level monitoring
- Operational reporting & analysis
- Data visualisation and business intelligence

Communication & Coordination

- Cross-functional team leadership
- Supplier relationship management
- Customer service excellence

Leadership & Development

- Team leadership (up to 14 staff)
- Staff training & development
- Performance management

- Internal/external stakeholder liaison
- Professional correspondence protocols

- Problem-solving & conflict resolution
- Recruitment support



PROFESSIONAL EXPERIENCE

Administration Manager | Najma Speed Services, Qatar

Nov2022 - Present

- ▶ Implemented comprehensive administrative policies and SOPs, improving operational compliance and service consistency
- ▶ Developed customer service processes, reducing response times by 40% and enhancing service delivery standards
- ▶ Led financial operations including budget planning, forecasting, and comprehensive operational reporting
- ▶ Provided leadership support for recruitment, staff training, and performance management across departments
- ▶ Built and maintained strong working relationships with internal teams and external service providers
- ▶ Conducted strategic research and analysis to support high-level operational and strategic decision-making

Sales Assistant Manager | AIG Holdings LTD, UK

Mar2015 - Jun2022

- ▶ Led cross-functional team of 14 staff, implementing training programs that increased productivity by 25%
- ▶ Utilised Microsoft Office Suite, Google Workspace, and CRM/ERP systems for workflow optimisation
- ▶ Addressed customer issues effectively with quick resolution protocols, maintaining exceptional service standards
- ▶ Assisted in preparation of presentation materials for conferences and client meetings
- ▶ Ensured compliance with company policies and operational protocols across all team functions
- ▶ Developed strategic plans while monitoring KPIs to consistently exceed operational targets

Estate Agent | Bridgfords Manchester, UK

Jun2008 - Mar2015

- ▶ Coordinated busy sales and lettings operations with comprehensive database management
- ▶ Created and updated detailed property listings and client communication systems
- ▶ Achieved outstanding customer service with high repeat client rates and satisfaction scores
- ▶ Strengthened relationships with key service providers and major property platforms
- ▶ Generated new business opportunities and recommended operational improvements

Vehicle Sales Consultant | Audi Manchester, UK

Mar2003 - May2008

- ▶ Delivered exceptional customer experience through comprehensive product knowledge and service delivery
- ▶ Managed administrative tasks, documentation processes, and maintained accurate customer records
- ▶ Coordinated with suppliers and attended product update meetings to maintain industry knowledge Achieved
- ▶ 85% client success rate through effective customer needs assessment and service delivery



KEY ACHIEVEMENTS & RECOGNITION



40% reduction in customer-service response times



Multiple Employee of Month/Year awards



Successfully managed teams up to 14 staff



25% team productivity increase through leadership



15% profit increases through operational efficiency



Generated £170,000+ in revenue improvements



TECHNICAL SKILLS

SOFTWARE & SYSTEMS

- Microsoft Office Suite (Advanced Excel, Word, PowerPoint)
- Tableau (Basic) - Data visualisation and dashboard creation
- Google Workspace & cloud collaboration tools
- CRM/ERP systems experience

LOGISTICS & OPERATIONS

- Service booking & coordination systems
- Resource allocation & fleet optimisation
- Supplier & vendor management protocols

- Database management and data entry systems
- Performance analytics & reporting tools

- SLA management & compliance monitoring
- Process improvement methodologies

 **EDUCATION**

A-Levels
Pendleton College, Salford | 1993-1995

GCSEs
Lowry High School, Salford | 1988-1993

 **PROFESSIONAL STRENGTHS**

Operational Excellence

Process Optimisation

Team Leadership

Stakeholder Management

Problem Solving

Adaptability

Communication

Analytics

References available upon request