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Profile

A business manager and consultant with practical expertise in knowledge management applied in a variety of commercial and not-for-profit organisations, with experience of leading and developing teams, developing effective business strategies, managing projects and conducting detailed research and analysis. I am currently pursuing my interest in Knowledge Management and Intellectual Capital through doctoral research at Birmingham Business School and I am keen to apply my expertise in this field to improve the knowledge management strategy and performance of an organisation.

Key Skills and Achievements

Knowledge Management expertise

- Current PhD research explores the role of knowledge integration in improving organisational performance and enhancing competitive advantage, through detailed case studies of organisations.
- Practical experience in a variety of management roles, particularly human resources, in different organisations and organisational structures leading to an in-depth understanding of the importance of effective knowledge management strategies.

Communication

- Written communication: Report writing skills demonstrated during current PhD research project and in previous business management and consultancy roles. Wrote online resources in an accessible style for Knowledge Brief. Wrote policy and procedure guide at GLA.
- Effective relationship building through working with a wide range of colleagues and building partnerships with external stakeholders in different organisations and building client rapport in consultancy roles.
- Research projects involved face-to-face interviewing and leading group discussions.
- Presentations and training: Presented current research findings at the case study organisation, delivered presentations and presented research findings to managers and staff at GLA, delivered training to voluntary sector organisations and local communities as part of consultancy roles.

Project management

- Managing PhD research project including organising interviews, group discussions and meetings with stakeholders in case study organisation.
- Set up and ran a voluntary organisation (ARC-UK) including business plan and set-up of management systems and mentoring project.
- Managing individual consultancy advice projects at ██████████ and development projects at Action Aid Kenya.
- Supervised project management and implementation, working closely with managers at ██████████

Leading and working in teams

- Leading teams of between 8 and 45 staff members in a variety of organisations and management areas, delivering improvements in performance.

Research and analysis

- Current PhD project involves extracting and analysing data from a very wide range of sources. Received excellent feedback from supervisors regarding the research methodology used.
- As a researcher for Knowledge Brief, working independently to research and write online resources on a variety of management concepts.
- At GLA carried out research into current thinking and best practices in workplace health management, through literature reviews and interviews with staff and managers, leading to an improvement in policies and procedures.

Career Summary

- Aug 2011 – Dec 2011 **Researcher**, Knowledge Brief, London, UK
- Produced high quality online knowledge briefs on a variety of management concepts.
- Jul 2004 – Jun 2010 (part-time) **Associate Consultant**, ██████████ London, UK. A consultancy specialising in advice to small community organisations and charities.
- Identified client needs, developed tailored projects, wrote reports, researched funding sources and wrote funding bids.
- Feb 2007 – Dec 2008 (part-time) **Consultant (Founder and Chair)**, ██████████, London, UK, a voluntary organisation supporting migrants and refugees into work and self-employment.
- Set up the organisation and lead a team of 11 in providing support services to clients including developing a mentoring project and working in partnership with other voluntary organisations.
- Dec 2002 – June 2004 **HR Policy and Research Officer**, Greater London Authority, London, UK
- Carried out research into current thinking & best practices, produced proposals and reports and improved policies and procedures on a range of HR issues.
- Nov 1999 – Mar 2001 **Consultancy and short-term projects**
- Consultancy project for Action Aid Kenya and conducted research on refugees in Kenya.
- April 1998 – July 1999 **Assistant General Manager**
Carex Import-Export Company, Johannesburg, South Africa
- Managed a team of 8 staff across marketing, finance, sales and administration. Increased sales revenue by 15% through improvement of the sales and marketing strategy.
- Aug 1991 – Sep 1996 **Deputy Director and HR Manager**
██████████ Association ██████████ (national relief charity).
- Managed a team of 45 staff in the implementation of relief projects and day-to-day running of the organisation.
- Oct 1985 – Jul 1991 **Budget Officer**, ██████████ Authority, Addis Ababa, Ethiopia

Education

- 2009 – 2013 **PhD: “Exploring the role of Knowledge Integration (KI) in creating and sustaining the competitive advantage of an organisation”**
Birmingham Business School, University of Birmingham, UK
- Managing a detailed KI research case study at a major international development NGO. Also acting as an independent researcher on behalf of the Department for International Development, measuring the impact of the project at the NGO.
- 1997 – 1998 **MBA**, Thames Valley University, UK via Milpark Business School, Johannesburg, SA
- 1981 – 1985 **BA Management**, Asmara University, Eritrea

Additional Experience

- **Member of the leadership team** (Jan 2004 – present, voluntary) at ██████████ in the UK. Secretary and Development sub-committee member to Oct 2011. Currently organising conferences on issues affecting ██████████ and the Horn of Africa.
- **Administrative and Fundraising Assistant** (Jun-Dec 2001, voluntary) at UCLH & National Hospital for Neurology and Neurosurgery Development Foundation, London.

Referee details have been excluded here as space is tight. This is fine for non-academic CVs (unless specifically asked for at the application stage). Details can usually be provided once you have been selected for interview.