

Rhys Baker

Personal Statement

I am highly Self-Motivated, with leadership skills that encourage and motivate others. I've often been told I win over people easily, have top relational and communication skills coupled with a sense of humour. In addition, I have an eye for detail with a logical mind and analytical thinking processes. I am fair and ethical and believe that a strong base of ethics must be at the heart of all leadership. I am best known as the "gets it done" person in the various roles I have held. I have recently enrolled to complete the NZ Certificate in Horticulture as recent personal projects has furthered my passion in this area.

In my most recent role, I was employed as a Data and Administration Manager for EastPack based in Te Puke. While this role had a number of areas that interested me, I am seeking roles that are better aligned with my skill set and experience.

My previous role with Nova Energy had a direct customer centric focus. During my time there, I led, managed and coached the Switching Department and individuals into a cohesive, focused and highly productive team. This was a demanding role with vast technical and compliance requirements. I stepped down from this position in April 2017 as the demands of this role were too much during an accident recovery.

Key Skills

Management and Leadership

Creating a cohesive and achievement focused culture through clear goals, engagement, inclusiveness, and support. Encourages others to be successful. Recruited, managed, inducted and trained staff.

Interpersonal Skills

Outstanding communication and interpersonal skills, enhanced by the ability to relate to people on all levels across professional, cultural and social boundaries.

Operational Management

Experienced in all areas of the day to day aspects of running a business. This includes staff management, recruitment, staff rosters, purchasing, budgets and customer experience.

System/Quality Improvement

Experience in improvement of systems as well as Quality control methods, computerised, machine or paper based.

Analytical/Logical Thinking

A core skill with an ability to assess issues decisively and use good critical thinking and risk adverse decision-making skills.

Experience

EastPack Te Puke

17 Feb 2020 – 27 Oct 2020

Data Administration Manager

Managing the data between the packing of Fruit to Grower Payments

- ✦ Business/Data Analysis of data accuracy/validations
- ✦ Maintaining SOP's
- ✦ Training of Staff in the use and upkeep of software used
- ✦ Scoping and proposals of fix's and enhancements
- ✦ Upgrade/change Testing
- ✦ Development of Exception reporting

Bay of Plenty Regional Council

October 2017 – August 2019

Accela Contacts Officer

Oversee the day to day entries into the database following the establishment of the new Accela Software suite. This now contains the entries previously contained in 27 separate databases.

Responsibilities:

- ✦ Business/Data Analysis of data accuracy/validations
- ✦ Maintaining SOP's
- ✦ Training of Staff in the use and upkeep of the database
- ✦ H & S Representative
- ✦ Scoping and proposals of fix's and enhancements
- ✦ Software Testing
- ✦ Development of Exception reporting
- ✦ Database clean-up of 20,000+ entries
- ✦ Establishment of a Customer centric hazard register

Nova Energy

August 2013 – April 2017

Team Leader Switching

Managed a department of 8 to 15 staff who worked on the full customer process from sales to billing, responsible for enabling customers to switch electricity providers.

Responsibilities:

- ✦ Management of up to 15 Staff
- ✦ Business process analysis with an efficiency focus
- ✦ Transfer sales data for staff to process and load into system both manual and computerised
- ✦ Training staff on computer systems including sales force
- ✦ Training in compliance as this is a heavily legislated environment
- ✦ Providing additional compliance direction and tips/tricks to Nova's Sales teams
- ✦ Legislative interpretation and submissions for legislative change
- ✦ Managed/Triaged 200 to 300 emails a day with analytical and rapid decision making to support staff and meet customer demands
- ✦ Quality Assurance of information to ensure customers are receiving the service they requested
- ✦ Providing compliance direction and technical advice on discussion panels and Retailer Forums. Worked closely with Electricity Authority on legislative change
- ✦ Daily Management reporting providing statistics to managers and other departments as well as projects on the go at the time
- ✦ Management of risk, balancing customer service with a zero breach KPI
- ✦ Audit management - Audited three times a year both internally and externally to meet legislative requirements.

Franchise Owner/Operator

April 2008 – December 2011

Paramount Services Whakatane

Built this 7-day Commercial Cleaning business from \$27k P/A to \$180k P/A in 3 years. This involved managing the operation and overseeing the day-to-day running. This included:

- ✦ Management and training of up to 15 staff
- ✦ Client Liaison, Quoting; Stock Control
- ✦ Purchasing

Training

Altrus High Performing Teams Programme

- ✦ Understanding Behaviour
- ✦ Coaching
- ✦ Leadership
- ✦ Delegation
- ✦ Feedback
- ✦ Engagement

Switch Coaching and Consultation

- ✦ Values Based Leadership and Coaching

Forum New Zealand

- ✦ Leadership Fundamentals
- ✦ Frontline Management
- ✦ Change Management

Instep Limited

- ✦ Drug free Sites Workshop

Write NZ

- ✦ Business Writing
- ✦ Standard Operating Procedures

Referee's

Jane Walden
Former Internal Services Manager BOPRC
021 2221630

Colin Leslie
GM Retail Operations Nova Energy
027 5451677

Yolande Basson
Staff Member Nova Energy
022 1098354

Tony Horsfall
Character Reference
027 6281587

Personal Interests

Golf, Snooker, Gardening (Best Tomatoes in the BOP), Fishing, Family