

ZARIR J. VAKIL

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LEADERSHIP, BUSINESS IMPROVEMENT AND TRANSFORMATION

An entrepreneurial leader and commercial director, with considerable corporate and private equity experience of business start ups, acquisitions, re-organisations, revenue development, fast growth, business process design, change, harmonisations, and transformations.

A pragmatic, action orientated leader, who builds and directs strong teams, redesigning propositions for sales growth and expanding market share. He creates and manages enduring relationships, clearly articulating propositions and persuasively presenting the business case to clients and stakeholders.

Lately, has used core competencies to provide consultancy and interim management, and leadership, to develop businesses, project manage change and transformation programmes, and advise on business performance improvement to create shareholder value.

BUSINESS DEVELOPMENT - EXECUTIVE MANAGEMENT - SALES GROWTH - MARKETING - CHANGE - TRANSFORMATION -
LEAD GENERATION - PRESENTATIONS - RELATIONSHIP MANAGEMENT - PERFORMANCE MANAGEMENT - FRANCHISE
DEVELOPMENT - MENTORING - NON EXECUTIVE DIRECTOR - GROWTH

PROFESSIONAL EXPERIENCE

DIRECTOR AND PRINCIPAL CONSULTANT WORK SOURCE LIMITED

2009-PRESENT

PROPRIETARY BUSINESS CONSULTANCY, PROVIDING SALES AND BUSINESS DEVELOPMENT, CHANGE MANAGEMENT, PROJECT AND EXECUTIVE MANAGEMENT SERVICES TO BUSINESSES, ON AN NON EXECUTIVE DIRECTOR, CONSULTANT OR INTERIM MANAGEMENT BASIS.

Client sectors have included retail, franchise operations, pharmaceutical, hotels, private equity, real estate and business services. Recent assignments include:

- **Consultant Project Manager, GlaxoSmithKline PLC;** project management of divisional transformation to new industrial model, including organisational and business process change. Overall responsibility for timely delivery of project; managing leadership team, internal business partners and stakeholders. Design, planning and execution of all change and transformation interventions.
- **Consultant Franchise Executive - Franchise Development Services Limited (FDS);** assignment with leading UK franchise consultancy to source new generation of successful companies/sectors that had potential to expand by franchising in the UK, internationally or both. Analysing new sectors and companies to approach, and advising international investors seeking brands to introduce in their home markets.
- **Interim Commercial Director - Hamilton Bradshaw Private Equity;** working alongside the CEO, former BBC TV 'Dragon' James Caan, to help develop the group's non recruitment private equity businesses. Operational oversight, rationalization, and direction of non recruitment companies, property investment portfolio, new real estate, and social enterprise joint ventures.
- **Interim Commercial Director - Bullman Booth Limited;** transformation and growth of well established independent London estate agency, seeking to expand. Reviewed commerciality of business, particularly sales mechanics, business process, re-designing and articulating value proposition, establishing sales systems and building team focus on the right metrics and drivers for success.
- **Interim Commercial Director - First 100 Limited;** performance acceleration consultancy, providing leadership development services to multi national companies to embed new senior executives and teams in new roles. Responsible for redesigning client proposition and providing effective sales leadership from lead generation to proposals and client presentations.

COMMERCIAL DIRECTOR TAIB SECURITIES LIMITED

2007 - 2009

UK SUBSIDIARY OF SAUDI BASED PRIVATE BANK WITH WORLDWIDE OPERATIONS, PART OF THE DUBAI GROUP, OFFERING WEALTH MANAGEMENT SOLUTIONS TO HIGH-NET-WORTH INDIVIDUALS AND INSTITUTIONAL INVESTORS.

- Analysed market and developed and implemented business plan, receiving approval from Bahrain board and FSA. Created and deployed sales and marketing strategy.
- Successfully re-launched business, generating 150 leads and converting 20% to introductions to Bahrain, for international equities, real estate, private equity and investment funds
- Skilfully managed relationships with existing HNW clients from Middle East, providing concierge services and hospitality; elevating awareness of offerings, seeking client referrals and reinforcing relationships.
- Networked extensively, prospecting for clients and forging alliances with professional advisors developing referral relationships and identifying and evaluating new products for home office from UK corporate finance, IFA's and Lloyd's affiliates.

**CASUALTY PLUS GROUP
GROUP COMMERCIAL DIRECTOR**

2006-2007

PIONEERING CASUALTY, PRIVATE DOCTOR AND OCCUPATIONAL HEALTH SERVICES MEDICAL GROUP, WITH 12 UK SITES

Led commercial development and sales and marketing strategy, playing a key role on the board on request of CEO and shareholders. Directed a team of sales, marketing and account executives. Managed relationship with advertising and PR agency. Oversaw activities of operations personnel and mentored site clinicians. Pursued growth to create shareholder value and position the company for early float or trade sale.

- Achieved 7% retail sales growth to £6m (2006) by restructuring sales team to focus more sharply on client retention and service goals.
- Re-engineered approach to corporate sales, overseeing tenders, RFI responses and proposals to generate 14% corporate sales increase (£2m) in 2006.
- Coached and mentored entrepreneurial mindset amongst company's lead doctors, generating 9% year-on-year revenue growth across 12 sites.
- Led client relationships with local councils, train companies and large corporations and secured long-term contracts.

**WORK SOURCE LIMITED
CHIEF EXECUTIVE**

2001-2006

SPIN OUT OUTSOURCED HR & BUSINESS IMPROVEMENT COMPANY, SEED FUNDED FROM DCD GROUP (SEE BELOW)

Launched proprietary new business, generating new sales by developing relationships with SME clients. Defined scope of services and virtual scale. Served as interim executive for client companies, creating and implementing strategies to turn around underperforming organisations and developing and deploying more effective operating strategies, notably aligning people to performance.

- Successfully spun out business from shared services cost centre generating £120,000 in fees first year.
- Directed 2 fee earners, providing outsourced transactional HR services and employee relations.
- Initiated business relationships with HR software, health & safety, pension and legal specialists.
- **Interim Managing Director** – Long term interim assignment for outsourced insurance claims management business, *Absolute*, receiving successive reappointments after stemming losses and increasing annual revenue to £2.5m prior to divestment.

**NEW HORIZONS COMPUTERS LEARNING CENTRES, UK
FOUNDING DIRECTOR**

1996-2001

WORLD'S LARGEST INDEPENDENT COMPUTER TRAINING CORPORATION; US-BASED WITH FRANCHISES WORLDWIDE.

Explored new growth sectors at on behalf of DCD board (see below), identifying opportunity with leading independent computer training franchise organisation to launch in UK and Ireland. Opened flagship operation in the UK. Negotiated funding for expansion, securing Master Franchise for UK and Ireland via international competitive bid. Set up operations and replicated U.S. corporate sales and business formula in the UK. Oversaw and project managed all recruitment, training, site acquisitions and opening of all new UK centres.

- Generated sales growth, achieving £1m in UK turnover within 18 months and opening 6 additional centres to generate £12million in combined UK revenue per annum by 2000.
- Secured £8m in funding from shareholders for 2nd phase to achieve growth goals.
- Recruited and trained new personnel, and acquired new centres, and over saw build out.
- Implemented U.S. sales system through constant training and coaching of account executives, sales managers and instructors.
- Implemented 'intra-preneurship' programme; to evolve initial General Managers into Unit Franchisees.

**DCD LONDON AND MUTUAL PLC
GROUP DIRECTOR**

1990-2001

PRIVATE EQUITY AND INVESTMENT COMPANY, WITH PORTFOLIO OF FINANCE, PROPERTY, IT, AND LEISURE SECTOR BUSINESSES.

Recruited to manage and grow various portfolio enterprises. Also headed Group HR function and led operating companies in several diverse sectors, including an import/export company, retail fashion chain, I.T. training business and software development division. Member of Group board charged with expanding group organically and by acquisition.

- Drove 10-fold revenue increase with transformation of team management and process strategies.
- Profitably integrated acquisitions and organically grew new businesses.
- Cut expenses by £500k pa via rationalisation of costs and cross-functional business processes.
- Consolidated HR divisions into shared service model and spun off Work Source business unit (see above).
- Created shareholder value by building I.T. division, subsequently divested for c£60 million.

EARLY CAREER

Management Development Manager – Cleanaway Limited (then part of GKN PLC, now Veolia)

Branch Manager, Area Manager, Recruitment and Training Manager -The Jewellers' Guild Limited (then part of BAT Industries PLC retail subsidiary)

Graduate Management Trainee to Branch Manager – James Walker Plc (then a 150 site retail multiple)

EDUCATION & PROFESSIONAL QUALIFICATIONS

DITB Business Management Studies Diploma

DITB Advanced Coaching & Training Diploma

BAT Industries Management Development Programme and Facilitator training

Sales System & Master Franchise Training, New Horizons, USA