

Steve Austen | Quality & Compliance Manager

Location: xxxxxxxxxxxxxx

Telephone: xxxxxxxxxxxxxx

Email: xxxxxxxxxxxxxx

Professional Summary

Tenacious, action-driven character with a proven track record of driving change and achieving business objectives.

With extensive experience in the financial services industry, I have demonstrated a strong ability to drive business growth, increase efficiency, and ensure compliance with regulatory standards. I am able to deliver high-quality results and manage complex projects effectively in a fast-paced environment.

Core Skills

- Change Management
- Project Management
- Process Improvement
- Risk Management

Career History

Dec 2012 - Present

Oct 2014 - Present

Outline

Driving business growth

staff on a national scale

Management

Key Responsibilities

-
-
-
-

Key Achievements

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expertise in issues at a

es, demonstrated that I order with a of quality am able to senior

ship/Training engagement

gaps to front line business-critical Debt

on with senior

functional

ance teams prior to

s on a national scale tions and are aligned

SMT level and a

to Corporation Tax with TL's and created daily closed cases

t and escalations achieved targets reducing

- Identified and interpreted the gap in staff guidance which was adopted.
- Developed a dramatic construction project.
- Authored and advised on working and role.
- Updated man hours.
- Have i

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Dec 2012 – S

Outline

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Aug 2011 –

Outline

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Jun 20

Jul 201

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