



# Robert John Matthews

## HOME

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## WEB

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## EXECUTIVE PROFILE

With Twenty years Branch, Country and Regional Management experience throughout Australia, New Zealand, South East & Northern Asia and the Middle East in the Sales and Overall Management of Transportation, Logistics, Fine Arts and Relocations Services for Global, Multi-National, National Companies..

As a Dedicated Account Manager and Relationship Builder, I am able to respond and react in tune with the customer's operation, so as to provide improvement and problem prevention strategies before client is aware of the need. I am very organised, have strong negotiation skills and apply a flexible approach to the accomplishment of the specific ad required

I am able to maintain strong working relationships with all levels of staffing, from Operational Staff through to Owners and Directors. This includes leading and motivating the team to achieve their potential, maximising revenue potential and maintaining costs controls to ensure budgetary and Profit & Loss requirements are met

As a Diplomatic facilitator and negotiator, I am skilled at resolving conflict, promoting dialog and building broadly supported agreements amongst all levels of the business, that are key Company interests. With a comprehensive understanding of evaluation, design, implementation and administration of innovative solutions to the business, including OH&S, Facilities Management, quality in service delivery, performance against budget, human resource management, training and development and overall operational efficiency

## EXPERIENCE SUMMARY

HP Enterprise Services, Adelaide, Australia Team Leader , Contact Centre	Jul 2009 – Present
Crown Worldwide Group, Dubai, UAE Regional Business Development Director HHG & GMS – Middle East	May 2008 – Jun 2009
Crown Worldwide Group,, Doha, Qatar Country Manager Qatar	Oct 2004 – May 2008
Asian Tigers KC Dat, Beijing, China Business Development Manger Northern China	Apr 2004 – Oct 2004
Interdean, Interconnex, Ho Chi Minh City, Vietnam Country Manager Vietnam	Apr 2003 - Apr 2004
JVK International Movers, Bangkok, Thailand General Manager – Thailand	Feb 2002 – Apr 2003
Homewrap Packing & Supplies, Melbourne, Australia Administration and Sales Manager	Feb 2000 - Feb 2002
Allied Pickfords, Melbourne Australia Operations Manager	Feb 1999 - Jan 2000
John Ryan Removals, Melbourne, Australia Commercial, Office and Industrial Sales Manager	Jan 1998 - Dec 1998
Wridgways, Newcastle, Australia Branch Manager	Jun 1997 - Dec 1997
Grace International Movers, Auckland, New Zealand Sales Manager, North Island	Jan 1996 - Jun 1997
Grace International Movers, Hamilton, New Zealand Regional Manager; Waikato & Bay of Plenty	Jan 1995 - Dec 1996
Grace International Movers, New Plymouth, New Zealand Regional Manager; Taranaki	Jan 1994 - Dec 1994
Prestige Removals, Melbourne, Australia Residential Sales Executive	Mar 1992 - Dec 1993

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### EXPERIENCE

HP Enterprise Services

July 2009 – Present

Team Leader Mortgage Service Professional

HP is one of the worlds largest companies, offering practices that are central to industry today, including systems management; systems integration; centralized transaction processing; and private digital voice, data and video networks. HP Enterprise Services delivers one of the industry's broadest portfolios of infrastructure technology, applications and business process outsourcing services.

- Building and enhancing relationships with internal and external customers, to ensure all required performance standards are met and delivering service that exceeds customer expectations
- Maintaining Quality and Service Standards throughout process including the identification and reducing causes of rework.
- Complying with the quality system consistent with the requirements of the HP Enterprise Services Australia Work Practices Manual.
- Providing timely feedback to management regarding issues affecting the quality of service to the client.
- Maintaining Quality and Service Standards throughout process, actively contributing to the team environment

Crown Worldwide Group, Dubai, UAE

May 2008 – June 2009

Regional Business Development Director HHG & GMS – Middle East

The Crown Worldwide Group is a privately held company with its global headquarters in Hong Kong. The company serves customers from over 250 locations in 52 countries, providing governments, corporations, diplomats and private customers with global mobility, transportation of household goods and fine arts, departure and destination services, business information storage, high value warehousing, freight forwarding and third-party logistics.

- Development and delivery of Corporate Strategy within Middle East markets, in line with EMEA, Global Account and business development requirements, including management a team of 7 Sales Managers with staff in UAE, Qatar, Bahrain, Kuwait, Egypt, Turkey and KSA.
- Account Management and Servicing of Key Regional and Global Accounts, including managing and growing existing business within the Middle East. Maintain service & grow Crown's existing Accounts in the ME through excellent customer service, innovation, marketing and information sharing.
- Preparation of an annual Budget for UAE, Sales Delivering budgeted profit by leading sales growth, managing costs and maximizing margins. Building effective long-term stability & growth. Motivate, support & develop staff through coaching, training and reward programs. Staff assessment through KPI's and appraisals on a yearly basis
- Ensure compliance with the company's Quality Policy & Procedures throughout the region, assisting in the implementation and monitoring of the company's Occupational Health and Safety Act

#### Achievements

- Awarded the QUEST Quality Branch of the Year Award for 2008
- Awarded the Best Sales % Improvement Branch of the Year Award for 2008

Crown Relocations, Doha, Qatar

October 2004 – May 2008

Country Manager Qatar

- Manage a team of 6 Sales and Administration Staff and 18 Operational Staff in Qatar
- Delivering budgeted profit by leading sales growth, managing costs and maximizing margins, including delivery of Corporate Services to clients in all Relocation Services, Records Management Services, Global Mobility Services, Fine Arts Services
- Develop marketing strategy related to continued growth and expansion of business services, attending networking and corporate functions
- Ensure compliance with the company's Quality Policy & Procedures throughout the region, assisting in the implementation and monitoring of the company's Occupational Health and Safety Act
- Select suppliers, agents & service partners carefully and monitor their performance to ensure the company's standards are met
- Preparation of an annual Budget in conjunction with the Regional Finance Officer and Regional MD.
- Staff assessment through KPI's and appraisals on a yearly basis

#### Achievements

- Promoted to Regional Director by the Regional MD after a very successful tenure in Qatar. Continued growth Revenue averaging above 50% per year for the past 3 years, also which filtered through to the bottom line within the same period. Successfully introduced new business and development strategy within Middle East Regional Offices.

## Robert John Matthews

- Continued growth Revenue averaging above 50% per year for 3 years, also which filtered through to the bottom line within the same period.
- Awarded the QUEST Quality Branch of the Year Award for 2006, 2007.
- Awarded the Best Sales % Improvement Branch of the Year Award for 2005, 2006, 2007

Asian Tigers KC Dat, Beijing, China

April 2004 – October 2004

Business Development Manager Northern China

- Supervision and direction of Business Development Executives throughout Northern China.
- Development of new business across the breadth of Relocation and Household Goods services portfolio
- Achievement of budgeted targets in revenue and margin
- Client retention through the provision of agreements which meet the needs of the client and the company via business-to-business sales environment

Interdean Interconex, Ho Chi Minh City, Vietnam

April 2003 - April 2004

Country Manager Vietnam

- Responsible for the Operations - Sales, Logistics, Administration for 2 locations, Ho Chi Minh City and Hanoi.
- Responsible for residential sales plus import and export move management
- Agree annual budgets and produce a detailed annual business operating plan
- Deliver monthly, quarterly and annual revenue, profit and cash targets
- Report on performance (monthly)
- Deliver the highest levels of customer service
- Recruit and provide effective day-to-day management of staff
- Conduct business within the Company's minimum standards

JVK International Movers, Bangkok, Thailand

February 2002 – April 2003

General Manager – Thailand

- Corporate Account Development, both new and existing accounts
- Management of five member sales team
- Implementing Sales and Marketing Strategies to achieve greater brand awareness
- Implementation and set up of marketing plans, budgets
- Administration and operations supervision, ISO 9000 compliance
- Overseas Agent Development and Partnership
- Networking in Expatriate Community

Robert John  
Matthews

DATE OF BIRTH

August 28, 1970

PERSONAL INTERESTS

Travelling, Australian Military History, Music, Golf, Aust. Rules Football, Personal Development

CITIZENSHIP

Australian

STATUS

Single, Divorced

EDUCATION

TAFE Australia - Diploma of Management & Diploma of Human Resources, completion July 2010

REFERENCES

Details of professional referees will be provided upon request

TECHNOLOGY

Skilled in the use of Microsoft Office - Word, Excel, Powerpoint, Outlook Express along with knowledge and understanding of Novell, Citrix, Lotus Notes. Quick to learn new OS and Systems