

Peter Nel



Operations & Business Performance Leader

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PROFESSIONAL SUMMARY

Results-driven operations leader with 20+ years of experience improving performance, efficiency, cost control, and service delivery across complex business environments in South Africa, the USA, and the UK. Proven track record of delivering measurable results, including faster turnaround times, reduced operating costs, improved productivity, and stronger budget control. Experienced in leading large teams of up to 950+ employees, driving operational improvements, managing change, and building accountable, high-performing teams that consistently meet business goals. Strong background in process improvement, stakeholder management, compliance, and executing expansion and transformation initiatives on time and within budget.

Target Roles: Operations Manager | General Manager | Multi-Site Manager | Store Operations Manager | Branch Manager | Business Operations Manager

CORE COMPETENCIES

- Operational Leadership
 - Process Improvement and Efficiency Enhancement
 - Multi-Site Operations Management
 - Budgeting, Cost Reduction and Financial Control
 - Quality, Compliance and Risk Oversight
 - Project and Program Delivery
 - Team Leadership, Coaching and Accountability
 - Change Management and Business Improvement
 - Vendor, Supplier and Stakeholder Management
 - Customer Experience and Service Delivery
 - Strategic Planning and Execution
 - Workforce Planning and Cross-Functional Coordination
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SELECTED CAREER HIGHLIGHTS

- Led operations supporting up to 950 employees
 - Scaled a new operation to 400+ employees in 6 months
 - Reduced work-order turnaround time by 35%
 - Cut material costs by 15%
 - Improved productivity by 18%
 - Reduced spend variance by 12%
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PROFESSIONAL EXPERIENCE

Maintenance and Facilities Manager – Mabilo Investments

07/2022 – 06/2025 | Pretoria, South Africa

Led multi-site maintenance, asset management, and capital project delivery for 59 restaurant locations, with a strong focus on operational efficiency, cost control, compliance, and service continuity.

- Reduced spend variance by 12% through stronger controls, planning, and performance tracking.
- Redesigned the asset, job-card, and invoicing workflow, cutting work-order turnaround time by 35%.
- Negotiated supplier agreements and standardized processes, reducing material costs by 15%.
- Implemented standard work and visual controls to strengthen preventive maintenance, response times, and downtime management.
- Managed a monthly maintenance budget equivalent to approximately \$700,000.
- Delivered store enhancement, refurbishment, and capital equipment projects while maintaining regulatory and brand compliance.

Senior Operations Manager – Dash BPO South Africa

06/2021 – 01/2022 | Johannesburg, South Africa

Led the launch and scale-up of a new service operation in South Africa, building the operation from start-up to more than 400 employees within 6 months.

- Scaled the operation to 400+ employees within 6 months while meeting 100% of onboarding and service commitments.
- Built a daily management system using structured meetings, visual controls, and performance tracking to sustain service delivery.
- Managed full P&L accountability across multiple business lines and supported profitability targets.
- Strengthened client relationships, contributing to repeat business and contract renewals.
- Directed cross-functional teams across HR, IT, and support functions to ensure operational readiness and scalability.

Head of Site – TransAfrica Connect

10/2019 – 06/2020 | Pretoria, South Africa

Led the turnaround of an underperforming service operation through restructuring, stronger performance management, and improved training processes.

- Implemented a new operating framework that increased productivity by 18% within 3 months.
- Reduced underperformance by 72% through targeted coaching, upskilling, and accountability measures.
- Redesigned the training approach to improve onboarding efficiency and knowledge retention.

Head of Site – Indlovu Connect

12/2018 – 09/2019 | Pretoria, South Africa

Directed the planning and launch of a new operation, coordinating site readiness, technology, recruitment, suppliers, and implementation activities.

- Led greenfield operational setup from planning through launch.
- Managed contractor and supplier relationships, improving procurement efficiency and reducing project costs by 8%.

Head of Site – BES Utilities & Financial Services Group (UK)

12/2017 – 05/2018 | Cape Town, South Africa

Established a new offshore service operation and put the core operating structure, policies, and reporting in place for a stable handover.

- Built the operation to a 50-seat capacity before client handover.
- Implemented policies, controls, and reporting processes to support stability and long-term performance.

Operations Manager – Mango5 Contact Centre

06/2014 – 09/2017 | Cape Town, South Africa

Provided strategic and day-to-day operational leadership across multiple campaigns and support functions in a high-volume environment.

- Led operations supporting up to 950 employees.
- Designed and implemented start-up strategies for new client campaigns, contributing to a 20% increase in revenue.

EARLIER CAREER EXPERIENCE

Additional leadership experience across operations, compliance, administration, business support, and commercial management.

- Contact Centre Manager – Amazing Vouchers | Cape Town | 2013
- Process & Risk / Compliance Manager – Serco Global Services | Cape Town | 2013
- Group Business Support Manager – A24 Group | Cape Town and London | 2004–2007 and 2009–2012
- General Manager – SetSolar & Intercut | Cape Town | 2009
- Regional Administration Manager – Grindrod Intermodal | Cape Town | 2007–2008
- Commercial Division Manager – Milward and King | Cape Town | 2003–2004

ADDITIONAL INFORMATION

- Open to relocation
- Mensa member