

ASHLEY SALMON

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PROFILE

A dynamic compliance, risk and finance professional with comprehensive and robust knowledge of FCA regulations and senior management experience. I have a strong understanding of risk management trends and an ability to provide sound financial advice and optimise for efficiency and operational resilience.

EXPERIENCE

Senior Compliance Manager - Trade Centre UK, Birmingham (05/21-present)

- Consistently achieving above targeted KPIs on volume of cars, finance pass rates, public customer reviews and over 80% of deals purchased with warranty
- Risk management, analysis, monitoring and reporting for strategy development and implementation
- Managing a team of 6 Compliance & Collections Executives ensuring high standards of procedural adherence with compliance and risk management
- Personally acted as the sole provider of Compliance/Risk & Finance Training for employees across numerous levels of seniority including management, throughout multiple sites across Wales & England
- Comprehensive and robust understanding of FCA Regulations and other legal regulations (FOAi, Data Protection Act 2018, Anti-Money Laundering, GDPR, etc) for completion of regulated activity and requisite formalities
- Management, development and transformation of company finance processes and compliance for efficiency and operational resilience
- Transactional Audit Issue Resolution
- Liaising with stakeholders, clients and relevant business functions and building strong relationships with clients, customers and other departments
- Drive continuous development of team and creating a robust plan for future expansion
- Collaborating with 21 outsourced client providers ensuring appropriate due diligence and compliance - collection of appropriate documentation and analysis of financial background for customer affordability decisions to assess business risk

Facilities Manager - Insight UK, Walsall (02/19 - 05/21)

- Managing a mix of company engineers and sister company sub-contractors.
- Creating and monitoring jobs on applications such as SimPro, E-Logs and Workflow.
- Liaising with clients for purchase orders, job sheets, RAMS.
- Assessing and monitoring RAMS to comply with government regulations.
- Finding new sub contractors, creating NDA's and collecting insurance documents.
- Finalising jobs for invoicing.
- Taking phone calls and emails.

Business Manager - Trade Centre UK, Birmingham (01/18 - 02/19)

- Achieved awards for Business Manager of The Year 2018, Top Salesperson 2018 and recognition for Best Overall Conversion, having maintained above 95% conversion rate, exceeding KPIs
- Risk management and mitigation
- Overseeing accounts, communications and engagement strategies for client relationship retention and acquisition of new clients
- Conducted sale of financial solutions ensuring alignment with FCA Regulations, Group policies, GDPR and other financial and legal regulations
- Budgeting, Forecasting and preparing reports for Directors
- Building customised solutions and tailored offerings in line with industry standards, company KPIs and revenue goals
- Customer query handling and escalated issue resolution

Compliance Officer - Trade Centre UK, Wednesbury (05/17 - 01/18)

- Development of company finance processes to drive maximum efficiency and compliance
- Customer data entry, payment processing and GDPR
- Compliance Interacted with customers to provide exceptional service, whilst developing and implementing a conflict management strategy and utilising data analysis of process management to continuously improve customer satisfaction feedback
- Ensured to stay abreast of financial standards, analysing and subsequently executing change to boost KPIs
- Implemented effective transformation management leading to personal recognition for achieving vast improvements to the customer experience which boosted public reviews

EDUCATION

University of Wolverhampton, Wolverhampton 2013 - 2016

Sports Science Degree 1st Class Honour

A Levels

Aldersley High School, Wolverhampton 2005 - 2013

A in Physical Education, A in Biology, DD* in Business Studies, B in Maths, C in Film