

SANDY VAN HEER

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PERSONAL PROFILE

A highly-professional Travel Manager with over 30 years of solid experience up to Executive level. A dedicated individual, focused on achieving tangible results. A pro-active, resourceful and effective communicator at all levels within a company, continually striving to gain the best out of individuals and teams through strong leadership, mentoring and providing a positive team environment. Experience working within large multinational corporations such as the Bank of Tokyo Mitsubishi UFJ, GlaxoSmithKline, ING, Visa International and Goldman Sachs. Currently operating as a Freelance Consultant, seeking a new, challenging opportunity.

EXPERTISE, SKILLS & COMPETENCIES

- Over 30 years' within the corporate travel industry, working with major global travel management companies.
- Extensive experience managing, motivating and leading teams of between 8 and 80 for staff in various roles.
- Acting as SRM for CC payments and effectively maintaining supplier relationships.
- Strong project and implementation management abilities.
- Mentoring and developing staff to strive for service excellence to ensure operational standards are met.
- The ability to communicate clearly and effectively through to C-level within organisations.
- High level of proficiency in using Global Distribution Systems: Galileo (Travelport), Sabre and Amadeus as well as office software including Microsoft Word, Excel, Outlook and PowerPoint.
- Self-disciplined in taking the initiative to work both independently and in teams to meet deadlines and schedules.

ACHIEVEMENTS

- Significantly improved service levels through client engagement at HRG Worldwide working on Goldman Sachs, Schroeder Salomon Smith Barney and Visa by introducing travel user group sessions and furthering client engagement.
- Successfully led Visa International's group travel management and budget for various Olympiad's
- Attained and Implemented ISO 9002 Quality Standards into Visa International travel implant

CAREER HISTORY TO DATE

EMEA Travel Manager [Temporary Cover Role] – **Bank of Tokyo Mitsubishi UFJ**

Apr 2017 / Sep 2017

EMEA Travel Manager – **Bank of Tokyo Mitsubishi UFJ**

Mar 2016 – Oct 2016

KEY RESPONSIBILITIES & ACHIEVEMENTS

- Undertaking multi regional supplier relationship management.
- Developing strategic policies and programs for corporate travel.
- Responsibility for the tender process for all travel related suppliers across the EMEA region.
- Relationship responsibility for the TMC across the EMEA region as well as all other travel related vendors.
- Overseeing the RFP and negotiations for all travel service providers across the Global regions working closely with

colleagues at Union Bank in the U.S.

- Involvement as part of the implementation team to provide ISOS travel security and risk across the EMEA region.
- Acting as the first point of call for all insurance related questions.
- Responsibility for the Credit Card relationship for T&E.
- Ensuring compliance in all aspects of travel procedures.
- Undertaking continuous improvement of all travel related processes and procedures for efficiency.
- Relationship responsibility for the online booking tool and compliance.
- Successful implementation of the TMC across the EMEA region.
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Office Manager / Travel Co-ordinator (Temporary Position) – The Foundry

Jul 2015 – Sep 2015

KEY RESPONSIBILITIES & ACHIEVEMENTS

- Managing the Reception desk and maintaining responsibility for managing supplier relationships and negotiations.
- Managing the travel spend and services for the London office with a travel spend on average £3-4m per annum with use of the OBT system.
- Performing office and space planning for employees.
- Co-ordinating and managing Health and Safety, First Aid and Fire safety activities for compliance with regulations.
- Ensuring all records, both manual and electronic are kept accurate and up-to-date.
- Providing out of hours support for all building related issues such as flooding and electrical failure.
- Responsibility for communicating information to staff in critical circumstances if required and ensuring disaster recovery plans are kept up-to-date.
- Undertaking all office maintenance tasks, overseeing all out of hours services in case of emergency.
- Liaising with building management teams to make sure all locations are set to the correct air temperatures, escalating issues if required.
- Arranging for outsourced equipment to be employed if required.
- Ensuring compliance with mandatory testing of lighting and fire safety equipment.
- Managing and co-ordinating all staff and client events.
- Adhering to all security issues and acting as first point of call for breach of in-house security.
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EARLIER CAREER SUMMARY

Time out to care for terminally ill mother	Feb 2014 – May 2015
Travel Co-ordinator / PA – Mars & Co	Feb 2013 – Feb 2014
Independent Consultant	Sep 2012 – Jan 2013
Operations Manager – Uniglobe Preferred	Sep 2011 – Jul 2012
Time out to work with MIND	Jul 2010 – Jul 2011
Branch Manager – Carlson Wagonlit Travel	Sep 2008 – Jun 2010

- **Project Manager** – Glaxo Smithkline
- **Project Manager** – ING
- **Implant / Relationship Manager** – Visa International
- **Manager** – Schroeder Salomon Smith Barney
- **Operations Manager** – Goldman Sachs
- **Relationship Manager** – Wellcome Foundation

QUALIFICATIONS

- **Qualified Celebrant** – Fellowship of Independent Celebrants (<http://www.sandyatsweetserenity.co.uk/sss/home.html>)
- **Guild of Business Travel Agents Certificate - Management Level (GBTA)**
- **City & Guilds Certificate Travel Agency Competence - (COTAC) Levels 1 & 2**
- **HRG Worldwide - Introduction to Management and Team Leader Development Programme**
- **HRG Worldwide – BTI UK - Various Customer Service Skills Courses**
- **Pitman Executive Training - Secretarial and Executive Assistant**

EDUCATION

- **GCE's & A Levels – Hornsey High School for Girls**

References available upon request.