

Peter William Cronin

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*"High performance should not just be a goal,
it should be a reality."*



My areas of expertise:

- » Developing high performance leaders
- » Building high performance processes
- » Completing digitalisation
- » Implementing organisational change



Skill set

- » Leadership coaching
- » Team coaching
- » Building digital businesses
- » Organisational change management
- » Process optimisation and improvement
- » Sales management



Project experience examples

- » Creation and coaching of **high performing sales teams**, with a common goal, stretch targets and open feedback skills.
- » Built **global e-commerce support organisation** with focus on improving the outage management process and services level to clients. Increased service level from average to excellent.
- » Managed and implemented **15 improvement projects**.
- » **Reorganisation of support staff** by creating a new operating model and organisation within an existing business unit, allocation of tasks and re-location of staff.
- » Consultation on building an **e-commerce trading business**: Identification of technology partner, re-structuring of staff, senior buy-in and implementation road map.
- » Design and implementation of a **process monitoring tool** which focused on identifying capacity bottle necks and allocated ownership of processes. Resulting in a clear working tool to monitor operational risk.



210 created
positions managed
re-organised



⊕ \$ **200 mill. revenue***
⊕ \$ **1 mill. profit***
⊖ \$ **3 mill. costs***

*in various projects



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