

Cameron Bell

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Talented Internet Business specialist with extensive problem solving, e-commerce and reporting skills, as well as financial, and customer relationship management

Summary of Qualifications

- More than 15 years experience delivering Customer Care and Management within the Internet / Technology Industry
- Highly skilled in problem solving, data verification and analysis
- Excellent ability to lead and develop an organization and team of professionals
- Hard working and detail-orientated with fantastic communication
- Proven track record leading a team to develop, maintain and improve in house software
- Able to multitask in fast-paced environments
- Outstanding knowledge of business management, domain name registration, domain sales, pay per click (PPC) search engines, affiliate programs and the .com / .au domain space

Work Experience

2001 - Current
Rightside Australia, Brisbane
<http://www.DarkBlueSea.com>
Operations Manager / Director

Responsibilities:

- Manage the company including lease, accounting, staffing, creditors, payroll, government & industry compliance, auditing, strategic direction, business development, partner relations, technical support.
- Promoted from initial role of Customer Care Consultant through Supervisor, Senior Supervisor, Manager of the Customer Care Department and to my current role of Director / Operations Manager for Rightside Australia, managing Dark Blue Sea.

- At Dark Blue Sea's height - Managing eighteen (18) Customer Care Consultants on a rotating 24/7 roster, a team of developers, designers, sales/marketing, network administrators, corporate counsel and an accountant.
- The products under the Dark Blue Sea umbrella include:
 - **Fabulous.com** - Domain Name Registrar
 - **Drop.com.au** - .AU Domain Name Registrar and Drop Catcher
 - **Roar.com** - Pay Per Click Search Engine
 - **FabulousDomains.com** - Domain Sales Platform
 - **DarkBlue.com** - CPA Affiliate Network
- **Management**
 - Some of my duties as Operations Manager include:
 - End of Month Financial reporting
 - Customer Care Staff Rosters / Leave Recording
 - Performance Appraisals / Ongoing Feedback
 - Develop Training plans and Process Documents within an internal Wiki
 - Investigation and Resolution of escalated issues
 - Communicate effectively with internal and external stakeholders
 - Monitoring internal websites / software to ensure up-time
 - Escalation of critical issues to relevant departments
 - Work closely with developers to plan and implement fixes, features requests and new technology using agile methodology
 - Develop and implement the strategic plan for the business
 - Relationship building with clients at corporate events and conferences
 - Ensure ongoing compliance with all government / industry regulation

Achievements

Company setup

- Created an Australian entity (Rightside Australia) to manage the operations of Dark Blue Sea. Involved new bank accounts, tax file numbers, ASIC filings, lease, insurance, staff contracts.

Streamlining

- Reductions in staffing levels and operational expense, saving the company hundreds of thousands a year. No loss in operational performance due to effective training, delegation and process improvements.

Customer Support Time-Savers

- Prepared and implemented a range of template emails for responses to typical enquiries
- Co-ordinated with development team to implement a range of bulk tools for consultant use
- Co-ordinated with the development team to automate a range of common tasks

- Removed extensive fraud-checking for previously authorized customers

Sale of Business

I pinpointed some Australian aspects of the business running at a loss and sold them. This included thorough analysis into those particular entities, covering everything from hardware and asset audits to historical financial analysis and preparing a presentation for the interested parties.

Once a deal was done, I worked in conjunction with company lawyers to prepare the contract of sale and transfer legal ownership of those entities and assets to the buyer.

Then, I planned and co-ordinated the technology handover to the new buyers to ensure a seamless transition for the 1000 plus customers of those entities.

Software Skills

General Computing

MS Office: Expert

Google Chrome, Mozilla Firefox, Internet Explorer: Expert

Windows / Mac OS X: Expert

Development and Reporting

Atlassian Jira, Confluence: Expert

Trac Ticketing System: Expert

Dreamweaver (HTML5, JS, CSS): Intermediate

Linux (Bash): Novice

MySQL: Intermediate

PHP / Java / JS: Novice

Slack: Intermediate

Administration / Support

WHMCS: Expert

References

Brett Dutton – 0466 260 254

info@b2bconsultancy.com.au

- I have worked with Brett many times over the years in IT / Business.

Brendan York – 0402 217 617

Brendan.york@enero.com

- Brendan is my direct supervisor. The Director of the parent company I work for.

Andrew Stephanos – 0411 209 929

astephanos@bigpond.com

- I've worked with Andy for many years, most recently he is an accountant working for me.