

Wayne Bean

Results orientated Security professional recognized for achieving outstanding business results. 20+ years of International Operations, Strategic Leadership and Integrated Sales experience. Highly effective leader with the ability to build strong relationships internally with all levels of an organization.

EXPERIENCE:

Securitas Security Services USA, Inc. **National Customer Service Supervisor**

(April 2021 – April 2025)

- Leading the National Customer Service Operations Program, Preventative Maintenance Programs, Technical Partnerships with P&L responsibility. Implementation of progressive strategies resulting from comprehensive Data Analysis. Point of contact to coordinate and resolve Service Escalations.

Specialist in Guarding and supported Integrated Security, Huntsville, AL.

(Sept. 2019 – April 2021)

- Engagement Consultant assisting businesses with Security Assessments, Redesign and Guarding Integration.

Peace Force Security (Pty) Ltd, Cape Town, South Africa **Regional Manager – Coastal**

(Jun. 2016 – May. 2019)

- Specialized in providing Integrated Security services while exceeding growth expectations.
- Full P&L responsibility including non-billed overtime and expenses.
- Managed all administrative and operational functions including payroll, billing, accounts receivable and scheduling.
- Created individual Account Development plans for increasing revenue with existing clients.
- Implemented newly devised strategies across the region based on experiences, data and best practises.
- Developed Strategic Solutions to improve operational delivery.
- Provided hands-on management to the Key Functional Managers.
- Contributed expertise to all stakeholders in organizational strategy planning and execution.
- Monitored key projects, processes, performance reports and data analysis through reviews, audits and corrective actions.
- Facilitated client – specific training, SOP'S and Security Assessments.
- Reduced workman's compensation and liability claims using OJT.
- Trained new hire Managers to improve individual outputs and handling disciplinary procedures.
- Represented our company at the CCMA and Labour Court while managing Union Agreements.
- Created a healthy internal culture to retain key employees.
- Successfully recruited the best talent to ensure positive team performance.
- Effectively allocated resources by minimising vacancies, absenteeism and by reducing overtime.
- Implemented a lean organization by reviewing team structures and optimising resources.
- Ensured that there was a succession plan in place for all key roles.
- Developed strong community relations by providing high quality service.

TYCO ADT (Pty) Ltd, Cape Town, South Africa **General Manager**

(Jul. 2011 - Jun. 2016)

Achieved significant results within the 5 main levers of the security subscriber market:

1. Increased client growth and maximized regional market share to 65%.
 2. Improved Sales force efficiencies by reducing the head count and increasing sales per representative.
 3. Increased rates per user by implementing annual increases and cross-selling initiatives.
 4. Minimized the cost to serve efficiencies, reduced discounts and ensured contract compliance.
 5. Improved attrition and tenure of clients by minimizing cancellations, improving reconnections and services.
- Managed Armed Response, 24-hour Control room, Guarding, Installation, Service, Sales, Inventory, Remote monitoring and GPS.
 - Utilized various sales channels and provided an end-to-end solution.

- Encouraged a management style, focused on participation, ownership and execution, customer and employee satisfaction.
- P&L responsibility. Achieved financial targets by incorporating growth strategies, operational efficiencies and disciplined expense management.
- Improved production of installations and servicing through analysis and implementing efficient procedures.
- Measured goals and stretch targets for each facet of the business.
- Accurately budgeted and forecasted the annual financial metrics.
- Continually achieved sales targets in RPU, new sales and technical revenue.
- Encouraged an EHS zero-harm philosophy to mitigate recordable injuries.
- Effectively managed the Scheduling program to ensure correct deployment and reduce non billed overtime.

Stallion Security (Pty) Ltd, Namibia and Botswana
Business Development / General Manager

(Feb. 2010 - Jul. 2011)

- Provided Business Development, Security Management and Loss Prevention skills transfer and training.
- Co-ordinated contract start-ups and the implementation of company policies and procedures.
- Introduced Security and Loss Prevention programs.
- Ensured compliance with company policies, codes of practice and corporate guidelines.
- Improved account growth rate and market share by implementing new sales strategies and increased customer interaction. Facilitated cross-selling solutions to current and prospective customers.
- Targeted New and Vertical markets for product opportunities.
- Interacted with the support services to ensure appropriate service delivery.
- Coached and developed the leadership team to drive sales and operational performance.
- Managed all Operational aspects from new hires, training, scheduling and terminations.

Supplier Management, Johannesburg, South Africa
Owner Operator

(Jan. 2008 – Feb. 2010)

- Secured a service agreement with **McDonald's - SA** to design and install a National Drop Safe Cash Management System.
- Performed Security and Safety audits.

Car Cosmetics and Touch up Centre, Johannesburg, South Africa
Founder and President

(Feb. 2000 – Dec. 2007)

- Managed daily Operations, Sales, Financials and Workforce.
- Expanded operations to multiple cities as industry demand increased.
- Sold the company in 2007.

Bayete Security Holdings (Pty) Ltd, Johannesburg, South Africa
Regional Managing Director

(Jan. 1989 – Dec. 1999)

- Full Regional P&L ownership. Expanded the company into the fifth largest Security Supplier in S.A. utilizing Market Growth and Management Strategies.
- My region employed 2500 staff, gained from an organic growth, within 5 Regional Offices, within a 4-year period.

Skills: Relationship building, Negotiation, Business acumen, Problem solving, Collaboration, Self-Direction, Leadership, Conflict Management, Communication, Team builder, Customer Service, Entrepreneurship, Time management.

Education: High School: Riverside High School. Graduated – Grade 12 Diploma.

Certifications: Registered Asbestos Remover. Grade A Security Instructor. Private Security Industry Regulatory Authority

Training/ Courses: Taleo, Security Awareness, Workday, EU Competition Law, Ethical Conduct, Intellectual Property, Zero Harm, Conflict of Interest, Data Privacy, Diversity and Inclusion, Assessing and Differentiating Performance, Safety and Environment in the Workplace, Performance Management, Defeating Social Engineers, Antitrust Fair Competition, Leadership Essentials.

References upon request.