

# PETRO KNOX – CURRICULAM VITAE

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## CONTACT

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## PROFESSIONAL PROFILE

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Result driven individual with 20 years of experience in Operations and Project management over a broad range of sectors. Highly adept in planning, coordinating, and executing innovation development and strategies. Analytical thinker with proactive problems solving using Scrum Agile streamlining business process flow for greater Operational efficiency. Strong background in Business Management, Planning, Development, and Change.

## KEY SKILLS AND CHARACTERISCS

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- Operational Management and Procedure Development through SWOT analysis.
- POS Inventory, E-commerce and CRM Database Management and development pipeline.
- Buying, costings and pricing across a variety of Quick service, FMCG and Retail concepts.
- Scrum Agile Project Management and Implementation.
- Strategic Planning and KPI performance optimization.
- Research, Development and Productivity Improvement.
- Data and Technical Collection and Analysis.
- Natural initiative problem-solving analysis.
- Advanced Critical and Forward thinking.
- Organized and Productive.
- Customer service and Relationship building.
- Microsoft Office Proficiency
- Understand SQL

## WORK EXPERIENCE

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### Operations Executive

#### Furry Kids Kitchen – Scotland United Kingdom

March 2021 – present

- Natural artisan pet treats made by fresh ingredients.
- Full business lifecycle - [www.furrykidskitchen.co.uk](http://www.furrykidskitchen.co.uk)
- Product innovation and development, costings, and pricing.
- Winner 2021 Scottish Agricultural Show Hamlyns Baking Competition

### Employment GAP 2019 – 2021

- Arrived in Scotland in July 2019, with COVID challenges only received BRP with permission to work from 2 March 2021.

### Operations Executive

#### Urban Angel Café, Johannesburg, South Africa.

May 2014 – May 2019

- Full lifecycle of Project Managing from concept to implementation and ongoing renovations.
- Streamlined Operational efficiencies and performed on-going SWOT analysis to consistently increase sales and become one of Johannesburg's hidden gems.
- Inventory database management, ordering and supplier relationship building.
- Facilitated staff recruitment, in-house training, payroll, and performance improvement.
- Established financial systems for company operations, including year-end accounts, VAT, PAYE, and all Tax returns.
- Received independent TV, print and on-line media exposure and won industry awards.

### Hospitality Sales Manager.

#### BankservAfrica Integrated Service – Nomad, Johannesburg, SA.

May 2013 – June 2014

- Used expert sales and negotiation skills and knowledge to find new targets, developing new business and cross-sell opportunities to clients.
- Consistently achieved sales KPI's by using interpersonal communication skills and product knowledge to cultivate and secure new and existing customer relationships.
- Aiding CRM team for improved system maintenance, development and implementation.

**Point of Sales Manager (QSR)****Famous Brands Ltd – t/a Debonairs Pizza, Johannesburg, SA.**

April 2010 – April 2013

- Delivered complex business requirements without any issues by leveraging strong SWOT analysis and extensive oversight using scrum sprints.
- Multiple POS Inventory databases management, innovation and planning strategies including first to market e-commerce platform and head office CRM roll-out.
- Menu costings, pricing and maintenance managing National GP averages
- Managed team for brand IT needs and development pipeline and that increase online sales to have a 30% higher order value than in-store.
- Coordinated projects for flawless national and international menu launches.
- Cultivated and kept effective working relationships with other developers and members of the Operations, Marketing and IT departments.
- Successful negotiation with vendors for system integrations and best practices.

Sabbatical September 2009 to March 2010

**Operations and Project Manager****Fornous Bakery, Johannesburg, SA**

August 2005 – August 2009

- Maintaining highly effective operations by coordinating and enforcing personnel policies and procedures in line with company KPI's.
- Helped established management staff with operational oversight, business development and process improvement strategies.
- Found operational issues, performing troubleshooting, and implementing effective solutions.
- POS Inventory database management and maintenance.
- Managing the bakery and retail costings and pricing across the group.
- Coordinated construction planning, material resources and staff scheduling bringing multi-million Rands in projects in on-time and under-budget.

**Restaurant Manager****St John's Virgin Coffee Shop, Johannesburg, SA**

October 2004 – July 2005

- Day to day Coffee Shop Operational Management.

**Function Co-ordinator****Rave Caterers, Johannesburg, SA**

February 2004 – September 2004

- Film Catering and Festival Functions Co-Ordinator.

**Admin Clerk – Part-time****Roberts & Co, Johannesburg, SA**

January 2002 – December 2003

- General office administration and accounting in audit firm.

**Assistant Restaurant Manager– Part-time****Ocean Basket Bright Water Commence, Johannesburg, SA**

February 2002 – January 2004

- General Restaurant management.

**EDUCATION**

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**Damelin College**

B. Com Degree in Marketing &amp; Business Management (Oxford Brooks Recognized)

**The Swiss Hotel School**

Diploma in Hotel and Restaurant Management

**Shaw Academy**

Diploma in Photoshop NQF Level 5

**Courses**

Effective Speaking and Presentation Course – to achieve audience impact by Maurice Kerrigan

Emotional Intelligence Course – Dr. Rina de Klerk-Weyer and Dr Ronel le Roux