

PETRO KNOX – CURRICULAM VITAE

CONTACT

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PROFESSIONAL PROFILE

As a results-driven Senior Manager with over 15 years of experience in operational and project management, I have a proven track record of successfully managing complex projects, teams, and budgets. My expertise lies in leading cross-functional teams to deliver high-quality solutions that meet business objectives. With extensive experience in managing the technical delivery of products, implementing software development life cycle methodologies, and developing frameworks, I have a deep understanding of both Agile and Waterfall methodologies.

In my operational management experience, I have led teams to build and expand businesses, demonstrating my collaborative leadership style and ability to build and maintain relationships with stakeholders at all levels of the organization that align with business strategy.

As a versatile and skilled professional, I bring a wealth of experience in operational and project management, product development, and team leadership. My ability to manage multiple projects using different project management methodologies, coupled with my expertise in buying and costing across different industries, makes me a valuable asset to any organization. I have a strong focus on customer service and relationship building, and my technical proficiency enables me to collaborate effectively with internal and external teams at all levels.

KEY SKILLS AND CHARACTERISICS

- **Operational Management** and have developed procedures through SWOT analysis for DTOC, B2B and B2C. You have successfully implemented these procedures to improve operational efficiency and meet business objectives.
- **Project Management** experience in Waterfall, Scrum, and Agile project management methodologies and have successfully managed projects using these frameworks. Working as a Scrum Master, Product Owner/Manager, and have managed inventory, e-commerce, CRM database management, and development pipeline.
- **Buying, costing and pricing matrix** across a variety of Quick service, FMCG, and Retail concepts. Successfully managed budgets and forecasts for projects and have optimized policy and KPI performance.
- **Strategic Planning** and have successfully planned and implemented product mapping and strategic roadmaps to meet yearly business objectives.
- **Research and Development** to identified new opportunities to improve automated business systems. You have successfully improved productivity through innovation.
- **Data Analysis** and technical collection and analysis for presentation of data to make informed business decisions.
- **Problem Solving**, having a natural initiative for problem-solving analysis to successfully identified and solved complex business problems, utilizing advanced critical and forward thinking.
- **Organization and Productivity** to organized backlogs, tickets, and user stories for sprint planning, process implementation, testing cycles, and deployment delivery.
- **Customer Service and Relationship Building** as I am customer service-oriented and have experience in relationship building with internal stakeholders and external entities across teams and management levels. I have successfully built and maintained relationships to support business objectives.
- **Technical Proficiency:** Microsoft Office 365 and cloud proficiency and experience in SaaS. You have an understanding and adaptive knowledge of various technology database systems.

WORK EXPERIENCE

Product Owner

Jacobs & Turner Ltd –T/A Trespass, Glasgow, Scotland

July 2022 – Present

- I have experience in leading a team of developers and managing the technical delivery of Trespass UK, Trespass International, Nevisport, and DLX eCommerce websites for both DTOC and B2C channels, in a dynamic Agile environment.
- Collaborating with stakeholders and successfully planned and implemented product mapping and strategic roadmaps to meet yearly business objectives, ensuring successful delivery of projects on time and within budget.

- Organizing the backlog, tickets, and user stories used for bi-weekly sprint planning, process implementation, testing criteria and cycles, and deployment delivery,
- I ensured that they are aligned with the overall product strategy and business goals. To ensure product quality, collaborating with cross-functional teams to define testing- and acceptance criteria, and worked closely with the development team to ensure that they met these criteria.
- In addition, I have conducted research and development to identify new opportunities to improve automated business systems, staying up to date with emerging trends, and recommending innovative solutions to improve customer experience and business efficiency.
- Drawing up functional and development scope documentation as part of UX/UI change management, I ensured that all stakeholders have a clear understanding of the project requirements, scope, and timelines.
- We used Adobe Commerce open software as the base for all the sites and Atlassian Suite, such as Jira and Trello with additional plug-ins to deliver high-quality products that meet customer needs and drive business growth.
- I have successfully executed these responsibilities and contributed to the growth and success of the companies I have worked for.

Operations and Project Manager

Furry Kids Kitchen – Scotland, United Kingdom

March 2021 – June 2022

- Full business lifecycle – Strategy planning and implementation.
- NPD and research for all treats and recipe development.
- Agile Project Management for E-commerce design, lay-out, user experience, photography, social media management, markets, reporting & Google Analytics and SEO's.
- Product owner Costings matrix, inventory, pricing, accounting structure and database management roll-out.
- 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.
- Used my free time research and studying upskilling personal interest.

Executive Operations and Project Manager

Urban Angel Café, Johannesburg, South Africa.

May 2014 – May 2019

- Strategic Planning and input with company Mission Statement
- Waterfall Project Managing lifecycle from concept to implementation of building of stores and renovations.
- Streamlined Operational efficiencies, policies and performed on-going SWOT analysis to consistently improve KPI's and become one of Johannesburg's hidden gems.
- Inventory matrix management, ordering and supplier relationship building.
- Product owner with database management, website, SEO's, reporting and Google analytics, photography and social media platforms.
- HR functions by helping 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.
- Working with a variety of team members from cross functional teams and management levels.
- Aiding CRM team for improved system maintenance, development and implementation.

Product Owner (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.
- Product Owner with multiple Product Inventory databases management, innovation and planning strategies including first to market e-commerce platform and head office CRM roll-out.
- Menu costing matrix, pricing and maintenance managing National GP averages

- Successful year-on-year brand e-commerce Agile and Scrum project strategy planning and implementation, which increase online sales to have a 30% higher order value than in-store.
- Implemented and coordinated Agile projects for flawless national and international menu launches.
- Cultivated and kept effective working relationships with Internal and external entities, across multifunctional teams and management levels.
- Part of the brand mission statement and strategic planning principles and implementation.

Sabbatical September 2009 to March 2010 – made kids party cakes part time.

**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 set up management staff with operational oversight, business development and process improvement strategies.
- Found operational issues, performed troubleshooting, and implemented effective solutions.
- Product Owner with Inventory and Product database management and maintenance for multiple sites.
- Managing the bakery and retail costing matrix and pricing across the group.
- Waterfall Project Management for building new stores and renovation of existing ones, bringing in projects in on-time and in 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.

VOLUNTEER WORK

Kenani Estate – Chairperson (2010 – 2015)

Crosshouse Primary School – Parent Council (2020 till present)

EDUCATION

Udemy Certification

Project Management Course (Refresher) – March 2022

Damelin College

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

The Swiss Hotel School

Diploma in Hotel and Restaurant Management

Shaw Academy

Diploma in Photoshop NQF Level 5

Other 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

Business Management Workshop in association with Famous Brand Ltd.