

Professional Profile

I am an experienced Event, Project and Operations Manager with a demonstrated history of working in the sports industry. With a proven track record of successful international and world class sports events management, my skills include contracts analysis, policy and procedure structuring and implementation and event management. I am an energetic, ambitious individual who has developed a mature and responsible approach to planning and delivering large scale complex projects.

Skills

- Strong **troubleshooting** skills with operational structuring and administrative processes
- Excellent **crisis management** skills pertaining to operational procedures and business management
- Exceptional ability to **interpret and implement policies, procedures and legal obligations**
- Exemplary **organisational skills in administration** and administrative procedures with a **high attention to detail**
- **Thrive under pressure** with strong **time management skills** and **ability to prioritise**
- Excellent **interpersonal skills** demonstrated by communicating with top level industry professionals

Employment History

Pam Golding Properties

Intern Estate Agent

March 2018 – Present

SA Super Rugby (Pty) Ltd / Southern Kings

Operations Manager

March 2016 – November 2017

- Player Contract Management including contract creation, execution ensuring industry regulation compliance
- Compliance with sponsorship and commercial obligations and tournament regulations
- Successful high level relationship management with sponsors and other sporting unions
- Management of payroll for approximately 60 employees
- Process and procedure initiation to streamline company operations, administration, communication and resource allocation
- Budget management of 40 million ZAR
- Match day event planning including (but not limited to)
 - commercial obligations incl branding and activation plans
 - match activations
 - event management operational procedures
 - team and match operations management

Access Facilities and Leisure Management

(Nelson Mandela Bay Stadium – Stadium Operators)

June 2009 – March 2016

Commercial Program Manager

July 2015 – March 2016

- Planning and implementing departmental systems, operations and procedures while utilising resources adequately and effectively
- Reviewing and approving supply requisitions, ensuring budget control is maintained
- Creating and conducting performance appraisals for sales and marketing staff
- Managing marketing department of 4 staff members with focus on development and skills transfer programs
- Managing departmental budget of 2,7 million ZAR
- Preparing and presenting sponsorship and partnership proposals to potential corporate sponsors
- High level relationship management with sponsors and partners
- Presenting monthly departmental reports

Project Manager (Events and Operations)

July 2012 – June 2015

- Event project management
 - Task and resource allocation
 - Daily run orders, build and derig schedules
 - Service provider liaising including catering, security, medical and volunteers
 - Parking and access control planning
 - Post event reporting
- Development of company operating policies and procedures further reviewed annually
- Providing framework for attaining company's objectives
- Development and amendment of departmental processes and structures ensuring efficient use of resources
- Analyzing departmental practices and providing corrective supervision where necessary
- Analysis of contractual obligations for contracts entered into by the company, including management contracts, event hosting agreements and commercial agreements
- Providing mentoring, coaching and direction setting to team members

Event Coordinator

September 2010 – July 2012

- Event planning execution adhering to all venue and health and safety requirements
- Event build and derig schedules
- Hospitality and media liaison for local and international sporting fixtures

World Cup Coordinator

June 2009 – September 2010

- Facilitating and conducting large scale site visits for tournament operational departments from national and international FIFA divisions
- Contractual analysis and compliance

Education and Qualifications

Computer Literacy Microsoft Office for Mac and PC

Certificate	Project Management	2011 – 2012
Diploma	Sports and Health Club Management	2000
High School	Grade 12	1999