
RooCruitJohannesburg, South Africa

JUSTIN

Team Lead, Enterprise Account & Project Manager

PROFESSIONAL SUMMARY

An accomplished professional with over 15 years of experience in Project and Account Management, focused on driving revenue growth through effective team coordination and strategic client engagement. Proven track record in managing complex technology rollouts, system integrations, and creative campaigns while ensuring seamless execution aligned with sales objectives. A Certified Scrum Master skilled in identifying opportunities to enhance client value, strengthen relationships, and achieve ambitious sales targets while maintaining operational excellence.

KEY SKILLS

- Team Leadership & Management
- Operational Excellence
- Project Management (Agile & Waterfall)
- Customer Success & Account Management
- Stakeholder Management & Reporting
- Revenue Operations & Data Analysis

PROFESSIONAL EXPERIENCE

Automotive E-commerce & Digital Solutions Provider

Team Lead, Enterprise Account & Project Manager

August 2022 – Current

Managing multiple enterprise accounts and projects through specialized products for the online automotive e-commerce space. Leads a team of digital marketers while collaborating with developers and product specialists to enhance customer experience.

- Full project lifecycle management of varying digital and technical complexities.
- Managed account portfolios exceeding R3m per annum with a growth rate of 400%+.
- Serves as Certified Scrum Master, coordinating technical projects across internal and external teams.
- Oversees stakeholder reporting, lead management, and revenue operations.
- Acts as the primary point of escalation for internal and external support management.

Tech Stack: Jira, Confluence, Teamwork, Slack, Discord, Asana, Teams, Miro

Design & Branding Agency

Project Manager

April 2022 – July 2022

Managed the delivery of design and branding projects for key accounts in the FMCG and Hospitality industries via retainer and bespoke billing structures.

- Coordinated project delivery from the internal creative studio.
- Overseas retail Point of Sale (POS) installations and event management.
- Managed supplier relationships, monthly billing, and production scheduling.

International Maritime Transport & Logistics Company

Deputy Chief Security Officer

March 2018 – March 2022

Promoted to a senior leadership role overseeing security operations across Mediterranean, South American, and Northern European regions.

- Managed operational strategies for onboard security teams ensuring internal and ISPS maritime code compliance.
- Led onboard crisis management teams during emergencies and crew drills.
- Collaborated with international shoreside security management to ensure compliance in foreign jurisdictions.

Full-Service Marketing & Advertising Agency

Project Manager

July 2016 – February 2018

Responsible for procurement, design briefs, and production for accounts in the automotive, entertainment, and technology sectors.

- Managed sourcing and supplier relations for large-scale events and retail installations.
- Handled financial administration including quotes, purchase orders, and monthly account reconciliations (Chase).
- Overseas artwork production and creative studio delivery.

Event Production & Management Firm

Project Manager

October 2015 – June 2016

Specialist Financial Recruitment Agency

Recruitment Consultant

October 2013 – September 2015

EDUCATION & QUALIFICATIONS

- **Bachelors of Business Administration** – UNISA (In Progress)
- **Certified Scrum Master (CSM)** – Scrum Alliance (2024)
- **Matric** – Sandringham High School

LEISURE PURSUITS

Boxing, Padel, Running