



CHRISTIAN WILLOX

AGILE PROJECT MANAGEMENT EXPERT 📍 TUNTANGE, 7481, LUXEMBOURG ☎ +352 691 598 413

◦ DETAILS ◦

Tuntange, 7481, Luxembourg
+352 691 598 413
webmaster@chriswillox.com

Nationality
Belgian

Driving license
B

◦ LINKS ◦

[Online CV](#)
[LinkedIn](#)

◦ LANGUAGES ◦

French

English

Spanish

◦ SKILLS ◦

Agile Project
Management

Jira, Confluence, ClickUp,
Azure DevOps,
Kanban, Scrum, SDLC

Communication and
Negotiation

Facilitator

Leadership Skills

Business Process
Improvement

Stakeholder Management

Customer Support

👤 PROFILE

I am a certified Scrum professional with a solid understanding of the software development life cycle using various agile methodologies.

Always result and clients satisfaction focused, I have proven experience in managing long terms relationships with clients, stakeholders, and on coaching technical and business teams (in-house as well as remotely located).

🔒 EMPLOYMENT HISTORY

Product Management and QA Lead at KPMG, Luxembourg

November 2022 — Present

Support the definition of product goals and strategy.

Define, validate and prioritise epics/initiatives to form product roadmaps and allocate resources to implement.

Capacity planning and performance management, definition of team KPIs.

Manage, mentor and motivate both Product Management and QA teams in a way that encourages autonomy, mastery, and to achieve steady improvements in their area.

Fulfil the Product Owner role with the development teams.

Inspect and improve product management and QA processes.

Weekly product and QA team meetings for sharing updates, and for raising risks and problems that require escalation.

Revision of ITSM policies and procedures. Workshops with development and operations team leads.

Product Owner at Impactify, Luxembourg

March 2022 — September 2022

Capture and analyse all requirements. Write user stories, acceptance criteria, draw flowchart diagrams and refine them with both Tech Lead and Management.

Migration of Jira, Confluence and IT Helpdesk to the cloud-based ClickUp Business plan.

Manage and maintain epics, stories, bugs, documentation, flowchart diagrams, team workflows and guidelines, IT support, OKR goals and key results, team capacity and calendar events.

Help Management brainstorming ideas to build a strategic roadmap from a mindmap prioritised by quarters that will feed the product team roadmap with the required vision for further IT developments.

Set KPI views and boards for measuring progress on projects, team workload and overdue tasks.

Implement a business value form based on specific factors (revenue, profitability, customer satisfaction, legal) for the review and the evaluation of user stories with both stakeholders and management.

Review of those evaluated stories by the business with the Tech Lead for high level

Knowledgeable in UX/UI

Analytical and Problem-Solving skills

Attention to Detail

Conflict Resolution

Good work ethic

Effective Communication

Influencing

◦ HOBBIES ◦

Travelling

Cold War History

Electronic Music Production

<https://www.undefinedmusic.fun>

estimations of the development effort in order to prioritise the IT backlog appropriately.

Head Of Software Development at Vantage Data Centers (former Etix), Luxembourg

November 2019 — April 2020

Help develop and deliver a strategic vision. Lead the Software Development team to deliver an application that meets the needs of users.

Work effectively with all stakeholders to ensure delivery against agreed priorities.

Accountable and responsible for effective financial management, planning and monitoring of the Software Development team.

Member of the company Security Committee for the monthly revision of the implementation of all compliance related policies and procedures. Familiar with GDPR & ISO27001.

Product Owner at Etix Labs, Luxembourg

July 2018 — October 2019

Work hand-in-hand with the Managing Director, as a C-Level leading the teams on a daily basis using SCRUM framework to deliver products and reach customers' expectations.

Manage and mentor a team of in-house and remote professional engineers.

Introduce process, methodology and procedure changes to maintain quality as the team increases in size and expand to multiple locations.

Define functionalities through technical requirement documentation.

Capture and analyse all requirements. Write user stories, acceptance criteria, draw UML diagrams and refine them with stakeholders.

Organise and prioritise projects, coordinating with stakeholders to define strategic and product roadmaps.

Perform product demonstrations for prospective and existing customers.

Ensure that all demands from customers are collected, refined and ranked in order to define the scope of features to be developed by the team and to deliver all projects on time and within budgets.

Business Analyst at Adneom (mission for Foyer Insurance), Luxembourg

September 2017 — March 2018

Reinforcement of an MVP project, the web and mobile platform now in place for the management of auto claims (Mobility), high priority project with very tight deadlines in a mission as Senior Business Analyst for Foyer Assurances.

Participate in the workshops of the Scrum team for the definition of the product, analyse customer feedback and needs, write user stories, draw UML diagrams, prioritise and optimise the user experience (UX), create and refine the user interface (UI).

Translate requirements into user stories in close collaboration with UX experts.

Write « Definition of Ready » and « Definition of Done » for each user story.

Scrum Master at Adneom (Mission for Flash Int.), Luxembourg

June 2017 — August 2017

Short consultancy mission helping the client finalising its Agile transformation by optimising their Agile project management tool, processes, as well as on training Product Managers to align project management with the Scrum framework used by the development team.

Senior Agile Product Owner & Scrum Master at Unibet Group, Gibraltar

June 2016 — May 2017

Global Product lead and Scrum Master within the Unibet Group and its Business Delivery Office, for supporting their Stan James brand in the delivery of new projects and improvements of existing solutions.

Transforme the brand to using Agile development, provide training and coaching in Scrum principles and practices to 3 developers, 4 testers, 2 System Administrators and to all stakeholders.

Capture and analyse all requirements. Write user stories, acceptance criteria, draw UML diagrams and refine them with stakeholders.

Lead the development team, prioritise the development of products and tools through constant A/B testing and user feedback, supervise software testing and ensure appropriate maintenance approach in alignment with the overall business and operational strategies.

Agile Product Owner & Scrum Master at Gala Coral Group, Gibraltar

December 2014 — May 2016

In charge of the Coral brand and its web & mobile development projects and resources.

Coach and supervise remote agile development teams based in Ukraine and in Poland (5 developers, 2 QA, 1 System Administrator and 1 Team Manager), Lithuania (2 developers) and Israel (2 developers, 1 QA and 1 Scrum Master), and coordinate several departments during sprints process from release management, stakeholders, UAT testers and partners.

Capture and analyse all requirements. Write user stories, acceptance criteria, draw UML diagrams and refine them with stakeholders.

Organise both product and sprint backlog, as well as all ceremonies related to the Scrum team activities such as day standup, backlog refinement, sprint planning, demo and retrospective sessions.

Deliver quality winning releases every 2 weeks during 2 years.

Webmaster & Portal Manager at Gala Coral Group, Gibraltar

February 2014 — November 2014

Webmaster & Portal Manager for desktop web development projects.

Coordinate a remote web development team, a team in Ukraine and another one in Lithuania, and an internal team of 4 Webmasters. Work closely with senior developers, QA / UAT, Client Services, CRM and Project Managers on small or medium sized project using Waterfall and Agile (Scrum) methodologies.

Senior Webmaster at Gala Coral Group, Gibraltar

August 2012 — January 2014

Webmaster team supervisor, tasks management and assistance on recruitment and training.

Responsible of the Frontend development and maintenance of the company website and intranet, in line with goals and targets set by management.

Front End Developer at GtechG2 StMinver Ltd, Gibraltar

April 2010 — August 2012

Web Designer and Developer for a white label gaming network. Responsible for building websites from mock-up to Live, creating and editing CMS templates from provided designs as well as creating new designs using Photoshop, Javascript and jQuery, Flash, HTML and CSS.

Webmaster for 888 Holdings Dragonfish, Gibraltar

April 2009 — April 2010

Support Representative for 888 Holdings, Gibraltar

2007 — February 2009

French Support Supervisor for Bwin Int., Gibraltar

2005 — 2007

Internet Consultant for BeOnInternet.com, Spain

2004 — 2005

Business owner for Satellite and Communication Service, Belgium, France, Spain

1997 — 2003

Early stage of my career for various businesses & military service, Belgium

1986 — 1996

EDUCATION

Electronics Technician, Institut Arts & Metiers, Brussels

September 1988 — June 1990

COURSES & CERTIFICATIONS

Azure DevOps Fundamentals for Beginners, Udemy, Online

October 2022 — October 2022

Agile Scrum Leadership (Executive) Certification, International Scrum Institute, Online

January 2020 — January 2020

Certified Negotiation Associate(NCN-A), NGstudy, Online

September 2018 — September 2018

fundamentals of the GDPR, Udemy, Online

May 2018 — May 2018

Scrum Master Accredited Certification, International Scrum Institute, Online

September 2017 — September 2017

Scrum Fundamentals Certified Credential, ScrumStudy, Online

June 2017 — June 2017

Scrum Product Owner Accredited Certification, International Scrum Institute, Online

December 2016 — December 2016

Python Certification, SoloLearn, Online

June 2016 — June 2016

Jira Administration Mastery, TechSolcom, Online

June 2015 — June 2015

CMS Webmaster Training, Dragonfish, Israel

August 2009 — August 2009

Extensive CSS/Javascript, Dragonfish, Israel

July 2009 — July 2009

Certified ASP Developer, W3Schools.com, Online

April 2009 — April 2009

Certified HTML Developer, W3Schools.com, Online

October 2008 — October 2008

Customer Service Skills, BEA Employment, Gibraltar

February 2005 — February 2005

REFERENCES

Mr Samuel Boclinville (for KPMG)

Mme Daniela Login (for Impactify)

Mr Frédéric Bouchez (for Etix Labs & Vantage Data Centers)

Mme Nathalie Mar (for Foyer Assurances)

Mme Ana Ceapa (for Unibet Group)

Mr Neil Andrews (for Gala Coral Group)

Mr Patrick Voet (for GtechG2 StMinver)

Mr Eldad Vardi (for 888 Holdings Dragonfish)

Contact details on request + written recommendation on my LinkedIn account