



ROZKOŠNÝ

Petr

CURIOUS ENTHUSIAST

I help others to discover paths they truly want to follow and be who they genuinely want to be.

COMPETENCIES

- communication and networking skills;
- successful working in a team environment; as well as independently
- delivers quality results;
- E2E after-sales process owner;
- self-development enthusiast;
- creative visionary search for innovations and improvements.

MENTOR, COACH & LEADER

I establish the learning via experience and metaphoric storytelling. I support my clients & colleagues to reach the summit of their full potential the way they choose to follow.

#mindfulness #customer care
#timemanagement #feedback
#leadership #creativethinking
#etiquette #communication

LINKS & REFERENCES



Petr Rozkošný, MBA



www.mindaware.cz

Happitude™
happy by choice



Femme Palette

GET IN TOUCH WITH ME

Tel.: +420 724 951 883
e-m@il: petros@mindaware.cz



WORK EXPERIENCE

Area After-Sales Care & Service Manager (CZ/SK)

Smarty CZ. a.s. 2019 - present

- managing up to 12 Apple Authorised Service Provider locations, Complaints Department, Internal Audit & branch HQ offices.
- leader of 7 departments related to sales and after-sales (40+ employees)
- Overall business ownership, pricing, marketing, HR, education and development of all departments, managing competency grid
- legal responsibility over CZ/SK consumer law
- tight interactions with every other department within the company, stakeholders, and critical business partners.

Coach, Mentor & lector

Smarty CZ. a.s. 2020 - present

- mindfulness & happiness coaching
- leadership mentoring
- lector (MBTI, stress & time management, communication, consumer law, SMART, presentation skills)
- developing leadership strategies and educational portfolio addressing company KPI and fulfilling its ROI
- initiating L&D, people culture & happiness activities, even planning and organizations

Head of Customer Care & Logistics

Smarty CZ. a.s. 2018 - 2019

- communication and supply coverage for eshops and stores
- communication with customers on a daily basis
- CSAT responsibility, leading a team of 6 colleagues

Diversity&Inclusion / Wellbeyond Lead CZ

HP Inc. 2016 - 2017

- maintaining equality, inclusivity, and equity at the workplace;
- EMEA Pride ERG chair-event manager
- local and global initiatives (participation in Out&Equal)
- speaker at a Pride Business Forum in Prague

Supply Chain & Operational Planner

HP Inc. 2015 - 2017

- portfolio production management
- budget and cost-effective purchase planning
- EMEA business and operation analyst



ROZKOŠNÝ

Petr

CURIOUS ENTHUSIAST

I help others to discover paths they truly want to follow and be who they genuinely want to be.

COMPETENCIES

- communication and networking skills;
- successful working in a team environment; as well as independently
- delivers quality results;
- E2E after-sales process owner;
- self-development enthusiast;
- creative visionary search for innovations and improvements.

MENTOR, COACH & LEADER

I establish learning and leadership via experience and metaphoric storytelling. I support my clients & colleagues to reach the summit of their full potential the way they choose to follow.

#mindfulness #customer care
#time management #feedback
#leadership #creativethinking
#etiquette #communication

LINKS & REFERENCES



Petr Rozkošný, MBA



www.mindaware.cz

Happitude™
happy by choice



Femme Palette

GET IN TOUCH WITH ME

Tel.: +420 724 951 883

e-m@il: petros@mindaware.cz



GET TO KNOW ME BETTER

Empathetic and ambitious leader

My well-honed organizational and time-management skills were the major tiers for being promoted to top management at quite a young age. I am a devoted presenter, a happiness bringer, a dream chaser, a win:win outcome promoter, an enthusiastic ally, and an advocate for equality, diversity, and inclusion.

Positive life approach

Even as a kid, I woke up with a smile and I take this approach up until now. Each day and every situation I take as an opportunity to develop myself a bit further towards my dreams and goals.

And one of those dreams is to support others to discover their paths to walk on and reach the summit of their full potential.

Mindfulness and awareness

To each question, there is an answer. All answers can be seen once a mind is settled. With a clear mind, full potential is being unlocked.

HOBBIES

- a carpenter amateur, sports, travelling, and adventure;
- the nature, self-development, and skill honing;
- friends, mentoring, making dreams come true;
- Japanese culture and principles of a happy life.
- fitness (10 yrs instructor and trainer)
- psychology

Highest education degree:

Bc. - Pardubice Uni UPCE (Management&Economy) 2012

MBA - European School of Business and Management 2023



ROZKOŠNÝ

Petr

CURIOUS ENTHUSIAST

I help others to discover paths they truly want to follow and be who they genuinely want to be.

COVER LETTER

Dear colleagues,

I am a lifelong enthusiast of development and education. In my current job, I take a development approach not only with my people, but beyond the scope of my work, I act as an internal lecturer, coach and mentor. I help with the development of our managers in the form of workshops or individual sessions, and I have built several trainings for our employees that have become very popular benefits, such as Mindfulness, Basics of consumer rights, Time management, Assertiveness and others. As a Happiness and Mindfulness Coach, I believe in the little things that build the whole. My natural curiosity and personal commitment helped me grow quickly, gain the trust of the company's management, organize my agendas and set up a stable and specialized after-sales team together with the team and become market experts and valued partners for our customers.

Personally, I continue to learn and grow. I seek out developing feedback, I like to be inspired by experts in the field, and I look for unconventional and creative opportunities. This year 2023 I completed an MBA with a focus on andragogy and management education. I believe that everyone can unlock their potential and that is why I am looking for my new application in the field of education, where I could continue to grow and with it the people around me. I believe that my abilities, experience not only as a lecturer, but also as a manager, can help diversify your team and offer new opportunities to your company.

I am with greetings and wishes for mindful days,
Petr Rozkošný, MBA

EXPERIENCE

- Over 12 years in a customer care
- Over 8 years of leadership
- Over 4 years as a lector and mentor
- Over 2 years as a Well-being ambassador
- Over 2 years as a Mindfulness and Happiness coach
- Over 150 mentoring hours
- Over 100 coaching hours

GET IN TOUCH WITH ME

Tel.: +420 724 951 883
e-m@il: petros@mindaware.cz

