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# KOLYO PETROV

Experienced Operations Leader  
Specializing in Getting Things Done

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## Professional Summary

Kolyo is a highly organized and results-driven Operations Leader with a proven track record of building and optimizing operational structures across diverse industries. With over a decade of experience spanning management consulting, professional services, and transportation, he combines strategic insight with hands-on execution to deliver measurable improvements in efficiency, performance, and client satisfaction.

At 10EQS, Kolyo established and led the company's shared service center in Sofia, Bulgaria, managing all operational functions — legal, HR, accounting, IT, facilities, and vendor partnerships — while directing international virtual consulting teams and ensuring Fortune 500 client projects were delivered on time, within scope, and to the highest quality standards. In parallel, his leadership in transportation operations demonstrates his ability to design and implement KPI-driven processes, restructure teams, and create 24/7 operational environments.

A generalist at heart, Kolyo thrives in environments that require adaptability, cross-functional collaboration, and innovative problem-solving. He embraces emerging technologies, including AI-driven solutions, vibe coding, and vibe automation, with a focus on creating tangible value and driving operational excellence.

## EXPERIENCE

2024–Present

### Head of Linehaul

BATON TRANSPORT A/S · Nov 2024 – Present · Sofia, Bulgaria

Lead a 40+ person department across two international offices, transforming organically grown operations into a structured, scalable, and performance-driven organization. Focus on sustainable processes, cross-functional collaboration, and a KPI-oriented, data-driven culture while ensuring uninterrupted service and alignment with C-level objectives.

**Leadership & team building:** Recruited and developed high-performing talent while restructuring teams to improve accountability, capability, and delivery.

**Process optimization:** Designed and implemented frameworks for monitoring and controlling critical operational practices, embedding efficiency and consistency.

**Cross-functional integration:** Built strong partnerships with teams managing trucks & vehicles, drivers, sales, scheduling, and linehaul design.

**24/7 operations:** Established and scaled a round-the-clock operational model with seamless shift handovers.

**Data-driven transformation:** Introduced digital systems for data collection, validation, and reporting, enabling measurable gains in efficiency and decision-making.

2021–Present

### Executive Board Member

Botev Plovdiv Football Club Association · Jan 2021 – Present · Plovdiv, Bulgaria

2021–2024

### Court Juror

Specialized Criminal Court of Bulgaria · Oct 2021 – Jul 2024 · Sofia, Bulgaria

2024

### Experienced Service Delivery Manager

Teletink Business Services · Mar 2024 – May 2024 · Sofia, Bulgaria

Successfully managed the delivery of technology services, ensuring high-quality service standards.

Maintained strong client relationships and coordinated with cross-functional teams.

Monitored service delivery processes and identified areas for improvement.

2017–2024

### Operations Director, Client Delivery Europe

10EQS · Jan 2017 – Feb 2024 · Sofia, Bulgaria & NY, US

Established the company's shared service center in Sofia, Bulgaria (2016) and still managing it — leading all operational and country activities: legal, HR, accounting, admin, IT support, security, facility, and partnerships with all local and international vendors and suppliers.

Developing and managing the on-site delivery operations team — training, coaching/mentoring, daily & weekly task management and utilization, growth and feedback.

Client collaboration and partnership management with Fortune 500 clients: project initiation and planning (Statement of Work), supporting execution, and monitoring operational processes for compliance with quality standards.

Building international virtual consulting teams of seasoned management consultants (ex-McKinsey, ex-BCG, ex-Big 4, ex-Accenture).

Company-wide internal process optimization and improvement programs, resulting in direct monetary impact on the company's financials.

2014–2016

### Manager, Delivery & Expert Community

10EQS · Mar 2014 – Dec 2016 · Lugano, Switzerland (Telecommuting, Global)

Developed and managed a working model for small-scale research projects using 10EQS' global network of expertise, enabling 24–48 hour turnaround.

Continuous work with the IT development team on building and enhancing the company's platform (project management, scheduling, billing, database search, and more).

2012–2014

### Business Analyst / Coordinator, Delivery & Recruitment

10EQS · Oct 2012 – Mar 2014 · Lugano, Switzerland

Joined 10EQS' internal delivery team after performing as an external consultant (Business Analyst). Covered both Delivery and Recruitment, plus Customer Support and Backoffice Support for the platform's 18,000 users.

Market research and analysis; close work with senior consultants (ex-McK, ex-BCG).

Preparation of milestones and final deliverables in MS Office.

Evaluating data from Junior Market Researchers and allocating monetary rewards.

## EDUCATION

### Education

**Master's, Management** – Otto-von-Guericke-Universität Magdeburg (2010–2012)

**Bachelor's, Management and Economics** – Otto-von-Guericke-Universität Magdeburg (2007–2010)

### Certifications

**Agile Project Leadership**

**Agile Software Development**

**Agile Instructional Design**

## FOREIGN LANGUAGES

### English

Native or Bilingual

### German

Professional Working

### Russian

Limited Working

### Bulgarian

Native or Bilingual

## SKILLS

### Operations Management

Expert in **BUILDING** and **OPTIMIZING** operational structures across diverse industries. Proven track record of establishing shared service centers and managing all operational functions — **LEGAL, HR, ACCOUNTING, IT, FACILITIES,** and **VENDOR PARTNERSHIPS** — while driving measurable improvements in efficiency, performance, and client satisfaction.

Designing and implementing **KPI-DRIVEN** processes.

Restructuring teams for **ACCOUNTABILITY** and **DELIVERY**.

Creating **24/7 OPERATIONAL** environments with seamless shift handovers.

**CROSS-FUNCTIONAL** collaboration with sales, scheduling, fleet, and C-level stakeholders.

**DATA-DRIVEN** transformation — data collection, validation, reporting, and dashboards.

**PROCESS OPTIMIZATION** and continuous improvement programs.

### Business Strategy & Consulting

Over a decade in management consulting and professional services, combining strategic insight with hands-on execution. Experience leading **FORTUNE 500** client projects, scoping Statements of Work, and directing international virtual consulting teams (ex-McKinsey, ex-BCG, ex-Big 4, ex-Accenture).

**STRATEGIC PLANNING** and market-opportunity assessment.

**PROJECT MANAGEMENT** across international, multi-timezone teams.

**CLIENT PARTNERSHIP** management from initiation through final delivery.

**MARKET RESEARCH** and competitive analysis.

### People Management & Leadership

Experienced in recruiting, training, mentoring, and scaling teams. Hands-on leadership style with a focus on talent growth, accountability, and building a performance-oriented culture.

**RECRUITMENT** and onboarding of high-performing talent.

**COACHING & MENTORING** across seniority levels.

**TEAM RESTRUCTURING** to improve capability and delivery.

Daily and weekly task management, utilization, growth, and feedback cycles.

### Vibe Coding & AI-Driven Automation

Embraces emerging technologies, including **AI-DRIVEN** solutions, **VIBE CODING**, and **VIBE AUTOMATION**, with a focus on creating tangible value and driving operational excellence. Comfortable prototyping internal tools and automations to solve real operational problems.

## Digital Tools & Platforms

Salesforce | HubSpot | WordPress | Knack | Dynamics 365 | ServiceNow | SharePoint | Python | Jira | Asana | Confluence | Slack | Zoom | Teams | Microsoft 365 | Google Workspace

## Other Expertise

Beyond the tools listed above, my experience spans many methodologies and platforms — Problem Solving, People Management, Strategic Planning, Project Management, Process Optimization, Consulting, and Market Research. The technologies mentioned here represent just the core of my expertise. I welcome a deeper conversation to discuss the full spectrum of my skills and experiences.

## LET'S CONNECT

I'm passionate about operations leadership, process optimization, and building teams that deliver. My experience spans early-stage operations setup to enterprise-level Fortune 500 delivery, always with a focus on measurable outcomes and organizational alignment.

**Ready to discuss how I can contribute to your team's success!**

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