

ARKED MANAGEMENT CONSULTING

André le Roux

Operational Transformation and incorporation of AI, Executive Management & Performance Excellence Specialist

Operational Transformation

Executive Management

Business Process Re-engineering

Organisational Performance

Business Analytics & AI

Data Analytics Consolidation & AI

IoT



How I help clients

André is an accomplished business leader and management consultant specialising in business transformation, executive management, operational performance and strategic execution. He works with business owners, executives and leadership teams to translate strategy into practical, executable solutions that deliver measurable business and commercial value.

Drawing on extensive executive and operational management experience, André combines expertise in business process re-engineering, organisational change, commercial management, business development, and technology-enabled solutions. His approach aligns people, processes, technology, and performance to address organisational challenges, improve enterprise effectiveness, and achieve sustainable results through pragmatic advice, trusted partnerships and disciplined execution.

Bridging strategy and execution to deliver measurable business value.

Relevant sectors / geographies

Business CX and strategic positioning experience spanning across Financial, Telecommunications, BPO, Information Technology, Public Sector, Mining, and more.

Selected experience / impact

- Recognised locally and internationally for delivering measurable business success, operational transformation and performance excellence.
- Brings multidisciplinary experience spanning executive management, financial management, human resources, operations, sales and business development.
- Uses process, technology and management insight to address operational flaws and improve business performance.
- Industry Experience spanning 25 years+

Credentials & affiliations

- CEO and Founder of ARKED Management Consulting
- Founding Member of blacksteer.ai

- Set-up of Sub-Saharan operations for international CX Product Developer and as Managing Director ensuring substantial growth for 8 years+
 - Several Managing Director positions with leading CX Product reseller and support Organisations
 - Several Employee of the Year awards, accolades and recognitions
 - Wits Business School - MAP
 - Member of the CCX Consultant Network
-

Strategic operational initiatives and outcomes

- Formation, set-up and of centralization of the Nedcor Contact Centre operations including, business process re-engineering and operational management for a number of years
- Formation, set-up and operational management of the Gauteng Shared Services Customer Services contact centre and operational management for a number of years
- Formation, set-up and operational management of a sub-division of the East Rand Municipality online support services centre
- Set-up of Sub-Saharan operations for international CX Product Developer and as Managing Director ensuring substantial growth for 8 years+
- Acquisition of IT Services capability and incorporation into existing CX offerings

Direct contact

andre.leroux@arked.co.za
andre@blacksteer.ai
+27 82 469 8093
arked.co.za
blacksteer.ai
linkedin.com/in/andre-le-roux-7a75ba156

CCX Consult Network

info@ccxconsult.com
+27 (0)82 568 9976
www.ccxconsult.com