



ROSS HAGAN

PRODUCT MANAGER

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EXPERIENCE

FOUNDER

POINT BLACK AFRICA
ZIMBABWE MARCH 2010 - (CURRENT)
WWW.POINTBLACK.AFRICA

DISTRIBUTION AND DEVELOPMENT MANAGER

KOBALT NEIGHBOURING RIGHTS LTD
LONDON JAN 2012 TO (CURRENT)

INTERNSHIP/WORK EXPERIENCE

KOBALT MUSIC/COOKING VINYL/BEGGARS
LONDON | JUN 2011 TO SEP 2011

NIGHT MANAGER / FRONT OFFICE

BEST WESTERN AIRPORT HACIENDA MOTEL
BRISBANE, AUSTRALIA | AUG 2009 TO MAY 2011

INTERNSHIP

MUSICADIUM (NOW VALLEYARM DIGITAL)
BRISBANE, AUSTRALIA | JAN 2010 TO MAR 2010

PARA PLANNER

MMW FINANCIAL
MACKAY, AUSTRALIA | JUN 2008 TO JUN 2009



EDUCATION

ASSOCIATION FOR PROJECT MANAGEMENT

APM PROJECT FUNDAMENTALS QUALIFICATION (PFQ),
PROJECT MANAGEMENT · (2017 - 2017)

BERKLEE COLLEGE OF MUSIC

MUSIC PUBLISHING CERTIFICATE,
PUBLISHING 101 · (2010 - 2010)

RHODES UNIVERSITY

BACHELOR OF SCIENCE (BSC),
INFORMATION SYSTEMS & COMPUTER SCIENCE
· (2003 - 2005)

KEY SKILLS

I regard myself as a conscientious, honest and hardworking individual with a keen eye for detail. I am self-driven, proactive and comfortable working independently and enjoy solving problems.

I have been involved in many client-facing roles in the past and living on multiple continents has given me experience in interacting with people from many different walks of life.

Key Tasks & Responsibilities

- Research projects to gather as much information as possible about the various NR societies, their qualification criteria and distribution rules
- Setting up the international society relationships and developing the relationships and processes in order to register and claim our clients and their repertoire in an efficient manner. This included visits to international societies to discuss our collaboration and operational issues
- Researching and creating client discographies and locating supporting evidence of their contributions to maximize claims potential
- Daily contact with societies to ensure accurate client data and identify any discrepancies in advance of registration and claim deadlines
- Development of internal workflows, systems and reports in cooperation with other departments to improve day to day operations of the business
- Processing incoming statements & royalties and generating client statements on a monthly basis and reconciling bank receipts with the associated statements
- Quality control of incoming payments for our clients and creating benchmarks for various territories to assist with client acquisition
- Evaluating potential clients using intelligence and third party airplay data
- Conducted tender for monitoring service from multiple suppliers and negotiated coverage and pricing of service
- Preparation and presentation of reports to monitor collections and forecasting for company business plan
- Direct contact with clients and client representatives when client manager was unavailable to assist with queries or concerns
- Training of new staff and management

PERSONAL INTERESTS

I love learning and like to read in my spare time. I attend many gigs and conferences and enjoy networking with fellow music industry professionals. I am also passionate about football and play regularly.

MY BEST SKILLS HERE

SOCIAL MEDIA	●●●●●●●●●●●●●●●●
CUSTOMER SERVICE	●●●●●●●●●●●●●●●●
CMS	●●●●●●●●●●●●●●●●