Jan Steyn-Greeff

Highly accomplished Executive Leader with over 20 years of experience driving customer experience (CX) transformation, operational excellence, and strategic business improvement within the IT, Banking, and Payments/Fintech sectors. As the Customer Experience and Business Improvement Executive at XLink Communications, I am responsible for enhancing customer journeys, optimizing workflows, and leading critical process improvement initiatives leveraging Lean and Six Sigma principles.

Concurrently, as CEO & Founder of Goldkey Technologies, I have successfully built and scaled a dynamic consulting and software development firm. My expertise is underscored by a proven track record in:

Strategic CX & Process Optimization: Designing and implementing robust CX strategies, leading large-scale business process re-engineering efforts, and achieving significant efficiencies.

Payments & Acquiring Subject Matter Expertise: Providing critical insights to product development and sales teams, translating complex payment solutions into clear value propositions, and influencing market strategy.

Executive Leadership & Digital Transformation: Guiding cross-functional teams, managing multi-million rand P&Ls, and spearheading digital innovation to drive sustainable growth.

Project & Program Management: Overseeing complex strategic projects from conception to successful delivery, ensuring adherence to scope, budget, and timelines.

I am passionate about leveraging technology and strategic vision to solve intricate business challenges, optimize performance, and create lasting value for organizations.

Contact Information

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Personal Information

Personal Information:

Full Name: Jan Albertus Steyn-Greeff

Age: 45

ID: 791122 5002 08 9

Driver's License: Code B

Languages: Afrikaans and English

Marital Status: Single

Personal Attributes:

- Customer-centric attitude
- Dynamic; presentable and an effective leader
- Excellent interpersonal and leadership skills
- Excellent verbal and written communication skills in both English and Afrikaans
- Integrity and trustworthy
- Able to work effectively under pressure
- Able to multi-task
- Self-starter
- Strategist

Competencies:

- Business Acumen
- Customer / Stakeholder Commitment
- Collaboration
- Impact and Influence
- Drive for results
- Self-Awareness and Insight
- Leads change and innovation
- Diversity and inclusiveness
- Motivating and inspiring teams
- Strategic thinking
- Growing talent
- Assertiveness and self-assurance
- Resilience

Knowledge and Skills:

- IT Industry Knowledge
- Financial Knowledge
- Human Resource Knowledge
- Process design and optimisation knowledge
- Leadership Skills
- Project Management Skills
- Change Management Skills
- Problem Management Skills
- Executive Account Management Skills
- Contracts Management and negotiations
- MIS Analysis and design

EXPERIENCE AND QUALIFICATIONS

- Over 20 years experience in client service management in the Outsourced IT services and financial industry
- 4 years' experience of Software Factory / Software as a Service / Product design
- Sales and Service experience
- 17 years senior management experience
- 2 Year Executive Manager
- 2 Year CEO experience
- Stakeholder management experience on a Senior level reporting to Board
- Ability to lead and manage big and multiple cross-functional teams
- Ability to influence, manage and work across the full business value chain
- Manage client services within a multi-channel environment and through various digital platforms
- Technical call centre Management experience teams of 100 Resources
- Ability to manage and implement multiple big scale changes and projects
- Financial management
- Client Centricity experience, specifically designing and implementing a client centric service model
- Managing and implementing ITIL service models and transformation
- Transformation and Transition management
- Tender and Bid Management
- Contract Management
- Contract Legal administration and compliance
- Process development and implementation
- IT Service Level Management and Implementation

Education and Courses

• Matric High School/Grade 12 (Matric) at Klerksdorp High School in Klerksdorp, South Africa (North West). Subjects Afrikaans, English, Math, Accounting, Business Economics, Hotel Management • ITIL Foundation Certificate V2 • Crystal Report writing • ITIL Foundation Certificate V3 • CBP Project Management • Introduction to Web development • Introduction to Mobile Application Development	• BMC Developer – Developer Studio 9.1 • Information Analyses NQF 6 • Emotional Intelligence • Introduction to Database and SQL Querying • Microsoft SQL Server Introduction • Oracle Web Application Development with APEX 5 • Digital Marketing & Digital Marketing Agency Management Subjects Copy Writing, Facebook Ads, Google Ads,

Software and Toolsets

• Bubble.io	• Postman
• Adalo	• Pabbly
• Glide	• Pipedrive
• Oracle Apex	• Integromat
• MySQL	• Mailchimp
• MariaDB	• Sendin Blue
• Scriptcase 7	• Sugar CRM – Dev and User
• Airtable	• Espo CRM – Dev and User
• Zapier	• Docker
• N8N	• Xamp/Lamp
• Wordpress	• Webuzo Server Admin
• Microsoft Access	• Linux Server – Ubuntu, CentOs
• Microsoft Power BI	• Office Suite: Excel, Word, Outlook, Power point
• Crystal Reporting	• Apple Works: Keynote, Numbers, Pages
• BMC user and Administrator/ Developer	

Work Experience

April 2025 to Current	**Customer Experience & Business Improvement Executive | Xlink Communications**
Mar 2023 to April 2025	**Head Client Service and Device operations - Product | Absa Acquiring**
Dec 2019 to Current	**CEO | Founder Goldkey Technologies PTY LTD**
May 2018 – Dec 2019	**Head: Operations and Client Service Delivery – Perago FSE – a division of SIA Group Italy**
Sep 2014 – May 2018	**Head: Servicing - FNB Merchant Services**
Mar 2008 – Sep 2014	**Service Delivery Manager – Gijima / SARS Account**
Aug 2007 – Mar 2008	**Contracts Manager – GijimaAST ABSA Account**
Apr 2003 – Aug 2007	**FNB Contracts and Service Manager (supplier management)**

Work Experience | Details

April 2025 – Current

Customer Experience & Business Improvement Executive | Xlink Communications

- Developed and implemented comprehensive strategies to significantly enhance overall customer experience across all touchpoints, ensuring consistent and exceptional service delivery.
- Led critical process improvement initiatives by identifying inefficiencies and optimizing workflows across departments using Lean methodologies, ITIL and Six Sigma principles.
- Collaborated with cross-functional teams (e.g., customer support, sales, operations, IT) to streamline processes, improve resource allocation, and integrate technology/automation for enhanced service delivery and efficiency.
- Established robust performance analytics frameworks and dashboards to track implemented initiatives, monitor key CX metrics (e.g., NPS), and provide data-driven recommendations to senior leadership.
- Act as a Subject Matter Expert (SME) in the payments and acquiring industry, providing strategic insights to product development teams for enhanced solution design and market competitiveness.
- Provided expert guidance and support to the sales team, translating complex payment solutions into clear value propositions for clients and contributing to business development efforts.
- Drive key strategic business projects, defining scope, timelines, and KPIs, while ensuring compliance with regulatory frameworks like POPIA.
- Provided expert guidance on conflict resolution, resource alignment, and expectation management across various projects and teams.

Leadership and people management:

- Create a positive work climate in alignment with the culture

- Enable growth and development

- Effectively manage performance and management team

- Effectively manage stakeholder relationships on all levels inside and outside the organisation

- Live and embed the values of Accountability, Diversity, Excellence, Integrity, Innovation and Teamwork in all interactions

Skills and acumen include:

- Business strategy development and execution
- Leadership and People Management
- Business growth and skill development
- Service management
- Client Management
- Relationship Management
- Quality assurance
- Risk Management

- Business improvement

Mar 2023 – April 2025

Head Client Service and Device Operations - Product | Absa Acquiring

Key focus set to improve service delivery and operational efficiencies to improve on client experience. Consultant to Exco members on program - and structure design. Provide input to strategic business programs and product design. Assist in operational structure and framework / process design for operationalisation support and process implementation.

Design and implementation of Business management for Merchant Acquiring - Service and Support centre, with seven departments that include First level support, 2nd Level support, Financial support, Problem Management, Incident Management, Product Development, Device Management, Logistics and Supplier Management and Regional Support Management.

Design and implementation Service Asset Configuration management. Improvement and enhancement on the incident management systems that include configuration management as part of the echo system. Reduce systems and improve integrations to other systems. Design asset management processes in a business of self-owned, leased and sub leased assets and implement systems and processes to support the management of the different scopes of asset management.

Develop and lead the implementation of a client centric service and engagement strategy for Merchant Services Operations Support channel and Merchant Services products ensuring an excellent client experience, increased productivity and operational excellence. Develop and lead the solutions development of an Absa TMS system that was tailored for Absa specific use and enhancing user experienced, tracking of movement, understanding device statuses and transaction values and volumes to reduce failures and increase productivity with improved integrations to all systems.

Develop and lead the implementation of Device Management systems, central merchant portal and support software. Head the Development and enhancement of POS device software and architecture.

Skills and acumen include:

- Business strategy development and execution
- Leadership and People Management
- Business growth and skill development
- Process, SOP and Business operations document development
- Service management
- Client Management
- 3rd Party Management
- Supplier Management
- Product Management
- Device Management
- Logistics Management
- Relationship Management
- Quality assurance
- Risk Management
- Incident Management
- Problem Management
- Change Management
- Contract Management and ownership

Developing and driving implementation of client centric service strategies and plans:

- Design and implement client service strategies and standards throughout multi-channel environments to support various products, ensuring a consistent client experience

- Develop effective best practice client service plans to achieve client experience scope

- Manage the full client lifecycle from on-boarding to termination

- Manage the full client lifecycle support/ repair requisitions

- Oversee the development, implementation and maintenance of relevant policies, guidelines and processes in order to enable effective and efficient operations of client services in a multichannel environment

- Create and maintain innovative, user-friendly, self-service platforms for clients

- Drive the application of legislative compliance with the client services environment

- Drive the improvement in client experience and achievement of targets for the call centre and digital platforms through the implementation of initiatives and campaigns

- Drive business improvement projects to improve operational efficiencies and create a culture of continuous improvement across operations

- Measure cost to service metrics and make recommendations for improvement

- Analyse service trends, report and manage identified Problems through Problem management lifecycle and recommend changes or service improvements.

- Manage 3rd party support services with agreed service levels through Service Management best practice.

- Compliance Management of Incidents and request with OLA's and SLA's and ensure all parties adhere to service levels.

- Drive down service cost by identifying first call resolution methods removing cost from 3rd parties and increasing service value prop and service levels with clients.

POS and Product Management

- Strategic Leadership defining and executing product vision and strategy for POS devices, aligning with company goals and market trends.

- Cross-Functional Collaboration with cross-functional teams, including engineering, design, sales, and marketing, to drive product development and ensure successful go-to-market execution.

- Market Research & Analysis in conduct in-depth market research and competitive analysis, leveraging insights to inform product features, pricing strategies, and user experience enhancements.

- Lifecycle Management of the entire product lifecycle from concept to launch and beyond, ensuring continuous improvement and alignment with customer needs.

- Building and enhancing stakeholder relationships with key stakeholders, including clients and partners, to gather feedback, foster collaboration, and drive product adoption in the POS ecosystem.

Driving a client centric environment that focuses on best practice service delivery:

- Define fair and innovative client service practices which build enduring relationships, and allows teams to provide exceptional client service

- Engage with key internal and external stakeholders to identify changing client needs and make recommendations to align service offering with client needs

- Develop client service level agreements, metrics and standards to ensure clients receive clear and accurate information and are kept informed at all times

· Drive efforts to improve client service and fair treatment of clients within area of responsibility

· Incorporate client feedback into the enhancement of daily business processes and management operating systems

Leadership and people management:

· Create a positive work climate in alignment with the culture

· Enable growth and development

· Effectively manage performance and management team

· Effectively manage stakeholder relationships on all levels inside and outside the organisation

· Live and embed the values of Accountability, Diversity, Excellence, Integrity, Innovation and Teamwork in all interactions

Dec 2019 – Current

CEO | Founder Goldkey Technologies

Goldkey Technologies, a 5 year old service provider for Digital Marketing, Business consulting, Information technology services, Software development services and Technology consulting services.

The key focus in the said position, is to develop business, sales and services - strategies and focus on building a successful start-up and running concern. Growing skill competence and acquiring outsourced skill in providing effective and trusted service to its clients with internal competencies and 3rd parties.

Skills and acumen include:

- Business strategy development and execution
- Marketing
    o Strategy
    o Copy writing
    o Ad Campaign Planning, development and execution
- Leadership and People Management
- Business growth and skill development
- Financial Management
- Process, SOP and Business operations document development
- Contract development, negotiations and management
- Service delivery management
- Sales proposal development and negotiation
- Tenders
- Sales Pipeline planning and execution
- 3rd Party Management
- Relationship Management
- Quality assurance
- Risk Management
- Software Factory Management
- Agile Project Management
- Incident Management
- Change Management
- Business Consulting with service that include; Information Technology, Business Development and improvement, Process development, Lean business management, Software Applications and Tools, Resource planning and development, Project Management, Contract Management, Service Management, Digital Marketing strategy and digital footprint auditing, Business Brand.

- Technical Skills
    - Software Development
    - Software Roadmap development and management
    - Software Design and Product Development
    - Product Support
    - Web Development
    - Database Architecture design, implementation and Maintenance
    - Software Architect
    - SEO
    - Linux
    - Networking

May 2018 – Dec 2019

Head: Operations and Client Service Delivery – Perago FSE – a division of SIA Group Italy

Permanent Senior management level position reporting to the CEO of Perago FSE – SIA Group in the Central Bank Financial payments sector in Pretoria, South Africa (Gauteng).

Business and client service management of service provided by Perago FSE through SIA to its Central Bank Clients – Department responsibilities with direct report include the Client Support Helpdesk, Client Service department, Project Office (PMO), IT Delivery, IT operations, Product Development and Bid Office.

Develop and lead the implementation of a client centric service and engagement strategy for Perago FSE managing the support and service of it Central Bank payment products ensuring an excellent client experience, increased productivity and operational excellence. Reporting and influencing the deliverables from the PMO and Agile Software Factory. Reviewing and coordinating client change request requirements through the Agile methodology. Ensuring deliverables are met through its contractual obligations with Perago and SIA group central bank clients.

Key Responsibilities:
- Assisted in Tenders and quotations, providing feedback, input, sign off and negotiations as SPOC.

- Compiling, reviewing and managing contracts.

- Service management and Incident Management

- Take requests for change and driving the proposed changes to completion via small to medium change projects

- Client Relationship management

- Small to medium size implementation projects

- Overseeing the Cyber security management team on the products

- Managing Incident management, change management and problem management.

- Manage and oversee the product roadmap and discussing upcoming changes with clients.

- Oversee the managing of the IT Infrastructure with a direct reporting IT Manager.

- Oversee the Client IT Infrastructure and software implementations with a Direct reporting Client Implementations manager.

- Key speaker at conferences of the products and services.

- Oversee product owners with a direct reporting manager for the department. Discuss, plan and implementing new features, changes and enhancements.

- Oversee the PMO with a direct reporting PMO manager. Ensuring projects are on track and on budget. Reporting progress to clients and senior managers at SIA.

- Report writing and management presented feedback to clients

- Regular on site service meetings with all clients

- Weekly and monthly telephonic/video conferencing operational meetings with clients.

- Assisting in Sales and farming for sales.

Developing and driving implementation of client centric service strategies and plans:

- Design and implement client service strategies and standards throughout multi-channel environments to support various products, ensuring a consistent client experience

- Develop effective best practice client service plans to achieve client experience scope

- Manage the full client lifecycle from on-boarding to termination

- Manage the full client lifecycle support/ repair requisitions

- Oversee the development, implementation and maintenance of relevant policies, guidelines and processes in order to enable effective and efficient operations of client services in a multichannel environment

- Drive business improvement projects to improve operational efficiencies and create a culture of continuous improvement across operations

- Measure cost to service metrics and make recommendations for improvement

- Analyse service trends, report and manage identified Problems through Problem management lifecycle and recommend changes or service improvements.

- Manage 3rd party support services with agreed service levels through Service Management best practice.

- Manage Incidents and request with OLA's and SLA's and ensure all parties adhere to service levels.

Service Delivery

- Coordinate all service delivery aspects relative to the contract and it's services offered to the client.
- Be proactive in intervening and taking decisions on behalf of Perago- SIA to ensure compliance in service delivery.
- Maintain an motivate workforce appropriately trained to perform their functions in line with good HR practice and customer business requirements.
- Ensure that business processes are effectively maintained and managed as per quality standards in line with ISO standards.
- Establish and deploy best practices, standards, methodologies and processes to deliver to necessary services.
- Develop and maintain good customer relationships through approved account management policies.
- Review , negotiate new client requirement through a change management/request process and adapt contractual obligations and processes accordingly.
- Develop, review and approve new service request proposals to clients.
- Contract management and negotiations of new agreements and maintain current agreements inline of change management processes.
- Budget Preparation and management .
- Overall accountable for the achievement of contracted service levels .

- To ensure the attainment and maintenance of excellent levels of client satisfaction with regards to operational, tactical and strategic service delivery.
- Ensure the definition and implementation of OLA's and SLA's for the delivery organisation to manage delivery against the set agreements within the contracted timeframes.
- Ensure effective cost management with delivery units and balance these against risks without compromising the quality of services through the Agile methodology.
- To manage the internal and external governance on an operational, tactical and strategic level.
- Participate actively as a valued Subject Matter Expert in response to Request for Proposals as well as improvement initiatives relating to Transition and Transformation of such services in the daily operational delivery.

Driving a client centric environment that focuses on best practice service delivery:

· Define fair and innovative client service practices which build enduring relationships, and allows teams to provide exceptional client service

· Engage with key internal and external stakeholders to identify changing client needs and make recommendations to align service offering with client needs

· Develop client service level agreements, metrics and standards to ensure clients receive clear and accurate information and are kept informed at all times

· Incorporate client feedback into the enhancement of daily business processes and management operating systems

Service Level Management

- Deliver service in support in respect of contractual obligations.
- Ensure good governance.
- Establish and maintain a management committee to govern the activities of the function.
- Create and maintain a catalogue of services offered by Perago to its clients.
- Analyse and review performance against SLA's.
- Organize and maintain the regular Service Level review process with both the IT customer and IT provider.
- Initiate any actions required to maintain or improve service levels.
- Conduct annual (or as specified) reviews of the entire Service Level process and negotiate, agree and control any amendments necessary, through quarterly service review meetings.

Contract Compliance Management

- Responsible for tracking executing the contract performance process of all agreements between Perago FSE/SIA and central banks.
- Document and Manage SLA Recipes.
- Document and manage the contract events calendar.
- Ensure contractual obligations are summarised and delivered for daily operational processes adaptation.
- Ensure delivery of strategic, tactical, operational reports in accordance to contractual obligation.

Leadership and people management:

· Create a positive work climate in alignment with the culture.

· Enable growth and development.

· Effectively manage performance and management team.

· Effectively manage stakeholder relationships on all levels inside and outside the organisation.

· Live and embed the values of Accountability, Diversity, Excellence, Integrity, Innovation and Teamwork in all interactions.

Relationship Management

- Operate as the interface between Perago FSE/SIA Group and its Clients regarding all matters as the first point of contact.
- Guide senior management on the management of the accounts from a contractual and client relationship perspective.
- Ensure good relation with all heads of Payment systems of central banks and manage and facilitate Service Improvement Initiatives.
- Ensure all processes, procedures and standards are in place and documented for Service management for consistency

Administration Support and Information Management

- Manage and facilitate Perago FSE /SIA audit and satisfaction surveys
- Manage contract related documentation and business processes
- Ensure adequate record keeping, record all client Contracts, Processes, Procedures, Standards, and Manuals.
- Ensure trend reports and initiatives are documented and available to Perago FSE/SIA competencies.
- Compile and sign OLA with the relevant competency to deliver Strategic, Tactical and Operational Reports in accordance to contractual obligations.
- Contract Administration is controlled and published in accordance to the best practices.

Quality Assurance and Risk Management

- Oversee and facilitate application and 3rd party application vulnerability Audit/Risk assessments and mitigations.
- Ensure compliance to Quality Standards in accordance to Agile and ITIL Methodology.
- Implementing, reviewing and approval of in contract renewal and the Change Control Note Procedure
- Log and manage Business Critical Risks in the Audit / Risk system.
- Assist the account in raising and managing legal risks in regard to the contract.

September 2014 – May 2018

Head: Servicing - FNB Merchant Services

Permanent Senior management level position at FNB in the Premium Business sector in Johannesburg, South Africa (Gauteng).

Business management of the Merchant Services - Service and Support centre, with seven departments that include First level support, 2nd Level support, Financial support, Quality assurance, Continual service improvement, Problem Management, Incident Management and Service Asset Configuration management.

Develop and lead the implementation of a client centric service and engagement strategy for Merchant Services Operations Support channel and Merchant Services products ensuring an excellent client experience, increased productivity and operational excellence

Developing and driving implementation of client centric service strategies and plans:

- Design and implement client service strategies and standards throughout multi-channel environments to support various products, ensuring a consistent client experience

- Develop effective best practice client service plans to achieve client experience scope

- Manage the full client lifecycle from on-boarding to termination

- Manage the full client lifecycle support/ repair requisitions

- Oversee the development, implementation and maintenance of relevant policies, guidelines and processes in order to enable effective and efficient operations of client services in a multichannel environment

- Create and maintain innovative, user-friendly, self-service platforms for clients

- Drive the application of legislative compliance with the client services environment

- Drive the improvement in client experience and achievement of targets for the call centre and digital platforms through the implementation of initiatives and campaigns

- Drive business improvement projects to improve operational efficiencies and create a culture of continuous improvement across operations

- Measure cost to service metrics and make recommendations for improvement

- Analyse service trends, report and manage identified Problems through Problem management lifecycle and recommend changes or service improvements.

- Manage 3rd party support services with agreed service levels through Service Management best practice.

- Manage Incidents and request with OLA's and SLA's and ensure all parties adhere to service levels.

- Drive down service cost by identifying first call resolution methods removing cost from 3rd parties and increasing service value prop and service levels with clients.

Driving a client centric environment that focuses on best practice service delivery:

- Define fair and innovative client service practices which build enduring relationships, and allows teams to provide exceptional client service

- Engage with key internal and external stakeholders to identify changing client needs and make recommendations to align service offering with client needs

- Develop client service level agreements, metrics and standards to ensure clients receive clear and accurate information and are kept informed at all times

- Drive efforts to improve client service and fair treatment of clients within area of responsibility

- Incorporate client feedback into the enhancement of daily business processes and management operating systems

Leadership and people management:

- Create a positive work climate in alignment with the culture

- Enable growth and development

- Effectively manage performance and management team

- Effectively manage stakeholder relationships on all levels inside and outside the organisation

- Live and embed the values of Accountability, Diversity, Excellence, Integrity, Innovation and Teamwork in all interactions

Managing budget and implementing sound financial controls:

- Compile and control budgets to minimise expenditure and alignment with tactical delivery plans

- Manage high risks and problematics financial issues in area of accountability

March 2008 – September 2014

Service Delivery Manager – GijimaAST SARS Account

Permanent Senior management level position at Gijima in the Service Management team in Midrand, South Africa (Gauteng)

Lead and Manage the operations teams reporting to the SARS account, facilitate meetings, and ensure that products and services are delivered as contracted. Building strong relationships internal and external, ensuring good communications as SPOC for the client. Show strong leadership skills and remain informed of new services, changes and continuous improvement of service offerings. Implementing best practices in help desk and IT support and ensuring policies and procedures are followed. Manage the IT service catalogues to add missing services or make recommendations for services that are not offered. Provide support, supervise staff, and provide direction and mentorship in tech support and service delivery.

Service Delivery

- Coordinate all service delivery aspects relative to the contract and it's services offered to the client
- Be proactive in intervening and taking decisions on behalf of GijimaAst to ensure compliance in service delivery.
- Maintain an motivate workforce appropriately trained to perform their functions in line with good HR practice and customer business needs.
- Ensure that business processes are effectively maintained and managed as per quality standards
- Establish and deploy best practices, standards, methodologies and processes to deliver to necessary services
- Develop and maintain good customer relationships through approved account management policies
- Review services to best fit the client
- Negotiate and deploy new services
- New service Proposals
- Contract management and negotiations
- Stand-in for the account manager
- Budget Preparation and management
- Overall accountable for the achievement of contracted service levels
- To ensure the attainment and maintenance of excellent levels of client satisfaction with regards to operational, tactical and strategic service delivery
- Ensure the definition and implementation of OLA's and SLA's for the delivery organisation to manage delivery against the set agreements within the contracted timeframes
- Ensure effective cost management with delivery units and balance these against risks without compromising the quality of services
- To manage the internal and external governance on an operational, tactical and strategic level
- Participate actively as a valued Subject Matter Expert in response to Request for Proposals as part of a bid team as well as improvement initiatives relating to Transition and Transformation

Service Level Management

- Deliver service in support of contractual agreement
- Ensure good governance
- Establish and maintain a management committee to govern the activities of the function
- Create and maintain a catalogue of services offered by GijimaAST to the customer
- Analyse and review performance against SLA's
- Organize and maintain the regular Service Level review process with both the IT customer and IT provider
- Initiate any actions required to maintain or improve service levels.
- Conduct annual (or as specified) reviews of the entire Service Level process and negotiate, agree and control any amendments necessary.
- Act as coordinator for any temporary changes to the service levels required.
- Monitor performance of operational service delivery on a daily basis to ensure that the consortium delivers upon the required SLA's

Aug 2007 – March 2008

Contracts Manager – GijimaAST ABSA Account

Permanent management level position at GijimaAST in the Commercial sector in Johannesburg, South Africa (Gauteng).

Contract Compliance Management

- Responsible for tracking executing the contract performance process on the Absa Contract
- Document and Manage SLA Recipes
- Ensure delivery of strategic, tactical, operational reports in accordance to Absa contract, making sure all contract obligations are met

Relationship Management

- Operate as the interface between Operations and Sales Management Team regarding all matters pertaining to the contract
- Guide management team I the management of the account from a contractual perspective
- Ensure good relation with Absa Contract Manager and manage and facilitate Service Improvement Initiatives
- Ensure all processes, procedures and standards are in place and documented for Service management for consistency

Administration Support and Information Management

- Manage and facilitate GijimaAST audit and satisfaction surveys
- Manage contract related documentation and business processes
- Ensure adequate record keeping, record all client Contracts, Processes, Procedures, Standards, Manuals and contracts
- Ensure trend reports and initiatives are documented and available to GijimaAST competencies
- Compile and sign OLA with the relevant competency to deliver Strategic, Tactical and Operational Reports in accordance to Absa contract
- Contract Administration is controlled and published in accordance to the best practices

Quality Assurance and Risk Management

- Manage and facilitate Absa External Audits/Risks
- Ensure compliance to Quality Standards
- Participate in contract renewal and the Change Control Note Procedure
- Log and manage Business Critical Risks in the Audit / Risk system
- Assist the account in raising and managing legal risks in regard to the contract

Apr 2003 – Jul 2007

FNB Contracts and Service Manager (supplier management)

Permanent management level position at First National Bank in the Financial sector in Randburg, South Africa (Gauteng).

Duties & Responsibilities

- Branch Banking Technology
- Manage the support, maintenance and SLA's of 25 FNB business units while ensuring adherence to business requirements and expectations.
- Managing the support of IT services for more than 140000 equipment for a customer base of 15000 users and 2500 cost centres
- Establish and build relationships with key business stakeholders within Branch Banking and other relevant business units.
- Negotiate Contracts with external Supplier of Service
- Negotiate Contracts / SLA's with internal Suppliers of Service
- Measure Service delivered versus Contractual Obligations
- Understands the agreed Scope of Work in each Contract / SLA
  Rectifies grey areas in Contracts / SLA's
- Responsible for Contract / SLA Templates
  Enforces Penalties for Service shortfalls
- Provide SLA reports to Branch all Divisions that form part of the service offering
- Track termination dates and initiates RFP's for next contractual period
- Provides reports on Vendor Performance
- Makes recommendations on when to retire certain assets
- Advise IT Infrastructure of when equipment is coming out of Warranty
- Deals with out of contract situations
- Track Vendor Financial performance to eliminate risk to the Bank
- Managing all Financial aspect of the Department e.g. Recovery, Creditors etc.
- Managing and Compiling of Budgets and variance reports
- Liaises with Legal Department
- Liaises with Asset Management
- Liaises with National Service Manager
- Liaises with Provincial Service Managers
- Liaises with It Infrastructure team
- Liaises with Project Managers
- Build and administrate a Full Vendor Management System on Microsoft Access
- Participate in projects
- Manage performance of the team.
- Selection and recruitment of new team members.
- Lead, manage, coach and mentor the team.
- Identify skills shortages and identify training needs.
- Prepare and submit required reports tailored to the audience.
- Ensure adherence to First National Bank policies and procedures
- Invoice management & payment Sign off.
- Managing R52 million Budget
- Create and maintain an information portal to Vendor management on an intranet portal