

**Oliver Hickman**

*Passionate and accomplished SAP SuccessFactors implementation leader with a heart for the customer*

**Contact information**

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**Clients**

IBM  
Continuum  
JELD-WEN  
Ernst & Young Global Services  
Walgreens  
Southwire  
John Wiley & Sons  
iQor  
Coca-Cola Company

**Education**

Bachelor of Business Science, Cape Town, South Africa

**Certification(s)**

SAP SuccessFactors Associate

Certification:

- Employee Central
  - Performance and Goal Management
  - Succession Management
  - Compensation
  - Workforce Analytics & Planning
- Project Management Certification:
- PMP

**Executive Summary – SAP SuccessFactors Program Leadership**

As a trusted advisor and program delivery leader, I specialize in SAP SuccessFactors implementations, working closely with both implementation partners and the client to guide enterprise organizations through successful HR transformation journeys. My value lies in championing the customer's priorities from the inside - bridging business needs, integration partner delivery, and vendor coordination. I ensure that outcomes are aligned with executive strategy, user experience is prioritized, and risk is proactively managed throughout the program lifecycle.

In each engagement, I bring end-to-end delivery oversight - from business case development and vendor selection through implementation, change enablement, and post-go-live stabilization. I've led programs across industries including tech, healthcare, manufacturing, and professional services, with employee populations ranging from 5,000 to over 350,000 across 80+ countries.

My background combines HR and hands-on SAP consulting experience (SuccessFactors, SAP HCM, EC, EC Payroll, Data ETL processing, and Integrations) with leadership roles at Big 4 firms including EY, IBM, and Deloitte. This hybrid of strategic insight and delivery pragmatism enables me to operate at both the executive and execution levels, translating business goals into technology-enabled outcomes.

I am often brought in to lead complex, multi-phase rollouts, program recoveries, or to provide structure where internal capabilities are limited. I work closely with HR, IT, and vendor teams to ensure accountability, maintain alignment, and deliver quality at speed.

My approach is rooted in partnership: I take ownership of delivery, communicate openly and clearly, and operate with the long-term success of the organization in mind.