

OLIVER HICKMAN

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Professional Summary

SAP SuccessFactors Implementation Manager with over 15 years of experience leading end-to-end HR transformation initiatives across Fortune 500 and multinational organizations. Proven track record of delivering successful global implementations, managing complex stakeholder landscapes, and driving strategic change through effective technology enablement. Recognized for solution-oriented leadership and ability to build high-performing teams.

Core Competencies

- SAP SuccessFactors Implementation
- SAP SuccessFactors / SAP Payroll Integration
- Program & Project Management
- HR IT Strategy & Transformation
- Global HR Operations & Governance
- Vendor & Stakeholder Management
- SAP SuccessFactors Solution Design
- Team Leadership & Trust Building

Professional Experience

Synergy Unleashed LLC – Atlanta, GA

Managing Partner, Owner | Jan 2021 – Present

- Provided personalized independent advisory services with a focus on HR transformation leveraging SAP SuccessFactors for enterprise clients.
- Delivered a global SAP SuccessFactors implementation for a Fortune 100 tech company (350,000 employees, 80 countries, 14 languages), managing 25+ workstreams and integrating modules including Employee Central, Time, Benefits, EC Payroll, OpenText, SAP Work Zone, and more.
- Led the business case preparation for an HRIS initiative (\$9.6M over 5 years), partner/vendor negotiations, budget control, and alignment with corporate and regional leadership.
- Managed the Employee Central deployment of a phased \$3.8M/year SAP SuccessFactors implementation for a Singapore-based engineering firm (6,000 employees) from design to go-live.
- Provided advisory services for a phased Canadian healthcare rollout of Employee Central, Payroll, Recruiting, and Kronos Dimensions.

Ernst & Young (EY) – Atlanta, GA

Senior Manager, SAP SuccessFactors HXM | May 2017 – Dec 2020

- Led a global payroll implementation rescue operation, addressing critical issues in ECP, Employee Central, Recruiting, and Onboarding.
- Managed design through go-live for the initial deployments (Onboarding, Performance Management, Learning Management, and Employee Central) of a global phased SuccessFactors implementation for 250,000 employees across 150 countries.

IBM – Atlanta, GA

Associate Partner, SAP SuccessFactors | Mar 2014 – Apr 2017

- Delivered a global deployment of Employee Central for 21,000 employees, ADP integrations across 20+ countries and for multiple languages.
- Managed a SuccessFactors project involving 5,400+ employees, most of the SuccessFactors modules and managed a team of 10–20 consultants.

Deloitte Consulting LLP – Atlanta, GA

Specialist Leader | Jan 2008 – Feb 2014

- Led SAP HR implementation projects from design through deployment across various industries.
- Coached junior consultants and built long-term client relationships based on trust and delivery excellence.

Additional Experience

LDS (Logical Design Solutions), NJ – Principal Consultant

Deloitte Consulting LLP, Atlanta, GA – Manager

Caltex Oil SA, Cape Town, South Africa – SAP Implementation Team Lead

Education

Bachelor of Business Science – University of Cape Town, South Africa

Certifications

SAP SuccessFactors (Employee Central, Performance & Goals, Succession, Compensation, Workforce Analytics & Planning)

Project Management Professional (PMP) – PMI