ERIC HODSON

SERVICE DELIVERY MANAGER

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| **PROFESSIONAL PROFILE** |

I am a skilled Service Delivery Manager offering 20 years’ experience in the FMCG sector. In my current role as Service Delivery Manager for Datacentrix, I am responsible for overseeing the delivery of all contracted support activities allocated into the Coca-Cola Beverages Africa and Barloworld Logistics customer accounts.

I am a highly competent technical team leader with a strong foundation in operational processes, people management, and financial management. As an intuitive leader and a key interface between the Client and operational stakeholders, I am able take full ownership of the SLA management and escalation process, ensuring consistent, efficient support and service delivery into a large and complex IT environment.

My career experiences demonstrate my responsiveness, adaptability, technical mind-set, and ability to anticipate changing requirements whilst streamlining the operational needs of a complex and multifaceted business with strategic alignment.

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| **PROFESSIONAL COMPETENCIES** |

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| * Dependable self-starter * Collaborative team player * People management * Strong problem-solver * Resilient under pressure * Deadline driven * Fast learning ability * Relationship management * Stakeholder engagement * Customer-focused | * Leadership & delegation * Flexible & adaptable * Articulate communication * Planning & prioritisation * Negotiation skills * Attention to detail * Process improvement * Reasoned decision-making * Professional work ethic * MS Office |

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| **SPECIALIST KNOWLEDGE AREAS** |

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| * Service delivery & SLA management * Operations management * Vendor management * Incident management * Problem management * Change management * Service desk management * Data centre management * Business analysis | * ITIL best practice * IT policy, processes & procedure development * Continuous improvement * Network infrastructure support * Cisco technologies & systems * SAP products & implementations * Servers & virtualisation * FMCG * Supply chain |

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| **QUALIFICATIONS** |

* **Bachelor of Commerce - Information Systems,** Unisa – Partly Completed, 1996

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| **CAREER PROGRESSION** |

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| |  | | --- | | **DATACENTRIX (South Africa)** | | **SERVICE DELIVERY MANAGER (Barloworld Logistics (BWL))** | **OCT 2019 – PRESENT** |  * Accountability for all contracted support activities allocated into the BWL customer account, ensuring consistent and efficient support and service delivery into the Barloworld environment. * Taking ownership of the SLA management and escalation process, including incident and change management * Overall responsibility for the definition and implementation of new services into the Customer IT environment * Responsible for attaining 99.5 % uptime (97% vendor uptime and 98% back office) in line with all Service Level Agreements (SLA) * Supervising a team 2 Server Engineers for the coordination of services, call and service desk management * Setting of KPI’s and managing team performance and personal development plans * Promoting and enforcing proper call management procedures, with 99% of all calls being directed via the BWL Service Desk * Coordinating incident management activities, ensuring clear and efficient communications, information gathering and reporting of findings to the Escalation Manager and affected stakeholders * Ensuring the effective management and escalation of failures from key third party providers * Ensuring a high level of technical expertise, quality of service, and efficient follow up of issues to ensure customer satisfaction * Ensuring representation at all BWL entities to achieve 100% process compliance * Implementing corrective and preventative maintenance within all hardware and software designated areas * Technical report writing using MS Office, MS Project and HEAT for data manipulation and reporting to management * Managing team project delivery on all IT related projects * Providing daily, weekly, and monthly SLA reporting * Communicating the delivery of services to the agreed SLA through meeting minutes, customer surveys, SLA and end user computing dashboards, and active change, configuration, and problem management * Reviewing existing services and SLAs and catering for appropriate changes * Owning the customer satisfaction survey, ensuring that actions are implemented to address outcomes * Driving feedback and communication to the Customer on any changes and problems logged and/or implemented * Maintaining the Customer Risk Register and internal Operational Risk Register * Maintaining the Customer Events Calendar * Compiling standards, policy, process, and procedure requirements for the services being delivered to the Customer * Integrating the continuous service improvement methodology into the Customer environment * Ensuring a detailed understanding of the Customer service costing model and managing delivery within the prescribed model * Verifying invoices for accuracy and submitting these timeously to receive on-time payment for services rendered   **DATACENTRIX (South Africa)** |
| **SERVICE DELIVERY MANAGER (Onsite at Coca-Cola Beverages Africa (CCBA))** | **JAN 2017 – OCT 2019** |

* Accountability for all contracted support activities allocated into the Coca-Cola customer account, ensuring consistent and efficient support and service delivery into 7 bottling sites
* Taking ownership of the SLA management and escalation process, including incident and change management
* Overall responsibility for the definition and implementation of new services into the Customer IT environment
* Responsible for attaining 99.5 % uptime (97% vendor uptime and 98% end user computing) in line with all Service Level Agreements (SLA)
* Supervising a team 17 Field Service Engineers for the coordination of services, call and service desk management
* Setting of KPI’s and managing team performance and personal development plans
* Promoting and enforcing proper call management procedures, with 99% of all calls being directed via the Service Desk
* Coordinating incident management activities, ensuring clear and efficient communications, information gathering and reporting of findings to the Escalation Manager and affected stakeholders
* Ensuring the effective management and escalation of failures from key third party providers
* Ensuring a high level of technical expertise, quality of service, and efficient follow up of issues to ensure customer satisfaction
* Ensuring representation at all CCBA entities to achieve 100% process compliance
* Implementing corrective and preventative maintenance within all hardware and software designated areas
* Technical report writing using MS Office, MS Project and HEAT for data manipulation and reporting to management
* Managing team project delivery on all IT related projects
* Providing daily, weekly, and monthly SLA reporting
* Communicating the delivery of services to the agreed SLA through meeting minutes, customer surveys, SLA and end user computing dashboards, and active change, configuration, and problem management
* Reviewing existing services and SLAs and catering for appropriate changes
* Owning the customer satisfaction survey, ensuring that actions are implemented to address outcomes
* Driving feedback and communication to the Customer on any changes and problems logged and/or implemented
* Maintaining the Customer Risk Register and internal Operational Risk Register
* Maintaining the Customer Events Calendar
* Compiling standards, policy, process, and procedure requirements for the services being delivered to the Customer
* Integrating the continuous service improvement methodology into the Customer environment
* Ensuring a detailed understanding of the Customer service costing model and managing delivery within the prescribed model
* Verifying invoices for accuracy and submitting these timeously to receive on-time payment for services rendered

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| **DIMENSION DATA (South Africa)** |
| **SERVICE DELIVERY MANAGER/FIELD SERVICES MANAGER (Onsite at Coca-Cola Shanduka Beverages (CCSB))** | **OCT 2010 – DEC 2016** |

* Duties performed are in line with those executed at DataCentrix for Coca-Cola Beverages Africa, but concentrated to only 1 bottling site.

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| **BRITEHOUSE** (Formerly Dataflo, a SAP application division of Dimension Data) **(South Africa)** | |
| **CONSULTANT / BUSINESS SERVICES CONTROLLER** | **MAR 2009 – SEPT 2010** |

* Overall responsibility for project managing the end-to-end SAP Implementation project (Coke1)
* Ensuring that major deliverables e.g. master data integrity, SAP authorisations, and Margin Minder (sales database) integration
* Managing calls on a daily basis

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| **COCA-COLA SHANDUKA BEVERAGES (CCSB) (South Africa)** |
| **GROUP INFORMATION SYSTEMS MANAGER** | **OCT 1998 – FEB 2009** |

* Responsible for the full maintenance and management of the application space within the company
* Managing 4 direct reports, being responsible for managing team performance and personal development plans
* Managing workflow, delegating tasks and providing support to +-120 users
* Managing all vendors and related service level agreements
* Ensuring 24/7/365 support on all hardware and software
* Supporting and implementing all hardware and software applications
* Managing system integration, modification, installation and streamlining of systems
* Acting as Project Manager for all software and hardware implementations and migrations
* Acting as a backup for the Network Administrator
* Coordinating training for end users
* Ensuring data integrity for application data development
* Developing and implementing IT policies, processes and procedures
* Liaising with international colleagues at Coca-Cola Atlanta

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| **GROUP INTERNAL AUDITOR AND ACCOUNTANT** | **MAR 1996 – SEP 1998** |

* Internal Auditor for group making sure all systems of internal control were functioning and in place.

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| **EARLY CAREER** |

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| Aim Holdings (Massey Ferguson) | Assistant Accountant | Jul 1995 – Feb 1996 |
| Compu-Man | Computer Sales Support | Mar 1995 – Jun 1995 |
| Selvan Dick & Co | Trainee Audit Clerk | Jan 1992 – Feb 1995 |

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| **PROFESSIONAL DEVELOPMENT, CERTIFICATIONS & RELEVANT TRAINING** |

* **ITIL Foundation v3 Certificate,** DDU Online, 2016
* **In House - Project Management Training,** Dimension Data, 2015
* **Application Specific Training & Theory,** In House & Software Houses, 2009
* **Peopleware Payroll Leave Module Training Course**, ACCSYS, 2006
* **Peopleware Tax Year End Seminar**, ACCSYS, 2006
* **Shopfloor Leadership Development Programme**, Professional HR Development and IR Training Consultants, 2004
* **Pastel Partner v5 Training Course**, Pastel, 2000
* **Basis Statistics User Training Course**, Coca-Cola in-house, 2000
* **Basis Statistics Technical Training Course**, Coca-Cola in-house, 1998 & 2000
* **Networking Fundamentals and Windows NT 4.0,** Executive Concepts, 1999
* **A+**, Damelin, 2003
* **N+**, Damelin, 2003
* **MS Excel Advanced**, Ambassador Training & Development, 1998
* **MS Windows 95**, Ambassador Training & Development, 1998
* **General Ledger Training Course**, AutoMate, 1998
* **Basis Statistics Core Training Course**, Coca-Cola in-house, 1997
* **Pastel Partner v4 Training Course**, Pastel, 1997
* **Pastel Partner Manufacturing v4 Training Course**, Pastel, 1997
* **Supplementary Practical Audit Training Course**, Professional Instruction Courses, 1994

**REFEREE CONTACT DETAILS AVAILABLE ON REQUEST**