

# NAME SURMANE

Profit Center Head | Brand Enhancement | Market Penetrations

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Innovative, profit-oriented senior leader with demonstrated success in increasing revenues, market share, and earnings, achieving cost reductions, and improving client satisfaction in customer-facing operations and large, diverse organizations. Expertise in management and implementation of complex corporate acquisition initiatives and successful organizational integrations.

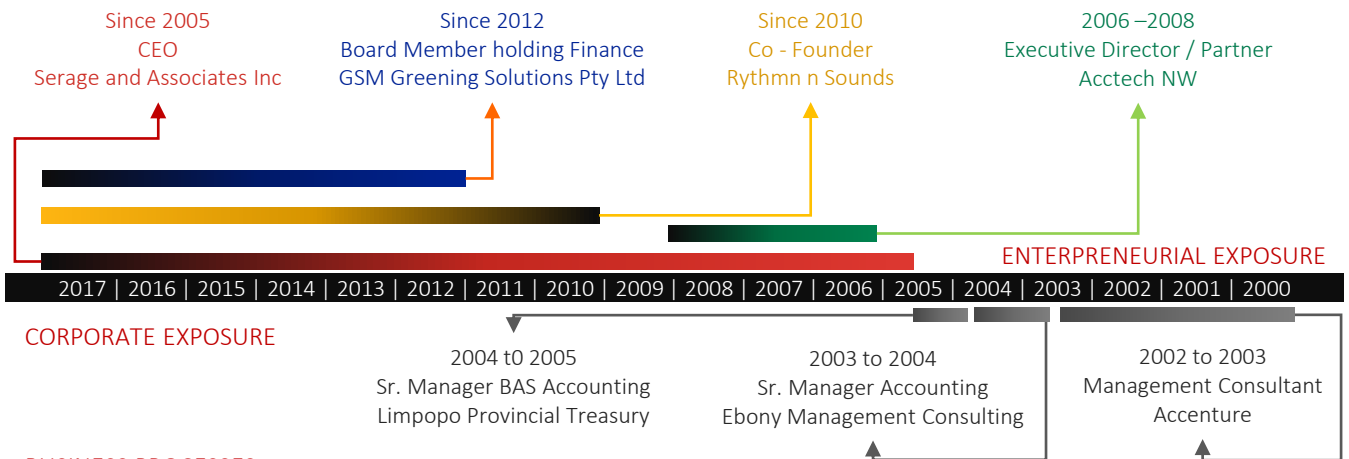
Talent for analyzing competitive landscape, conducting research, and aligning product offerings with customer requirements which translates into lower product development and implementation costs. Reputation as a change agent with the ability to analyze issues, devise continuous process improvements, and incorporate business process outsourcing initiatives to increase efficiency, streamline operations, and decrease aggregate expenses with limited resources. He has been accredited as a “Man with Distinction” by NAFCOG and is the recipient of “Entrepreneur with Vision” award presented by the WCE.

Proven track record of repeatedly producing sustained revenue and EBITA growth in markets that are dynamic and constantly changing. Proven achievements as an entrepreneur catering towards Management Consulting, Energy and Communications Network, Financial Management, Asset Management, Media & Entertainment, Education. Extensive business background in international, multi-cultural environments.

## CRITICAL AREAS OF FOCUS

- Revenue Attainment: Pre Sales, Client Acquisition & Growth from Existing account
- Service Delivery: SLA adherence and on-time project completion
- Gross Margin: Goal driven by Organization EBITDA attainment
- Client Satisfaction: Higher Service & Quality with Reduced Cost
- Stated Expectations - Meeting or Exceeding stated Client Service Level's
- Strategic - Value addition to enhance Client's Product, Process, Service & Quality
- OPEX Optimization on Support and Channels that drives Lower Cost
- People - Employee Retention and Employee Engagement as a measure of success

## PROFESSIONAL EXPERIENCE



## BUSINESS PROCESSES

Product Development | Go To Market | Regulatory affairs | Client Relations | Stakeholder Relations | Solution Development | Product Launch | Internal controls and processes | Process Excellence | Internal stakeholder management | Relationship building with key clients | Partnering | Negotiation

## SHAREHOLDER / INVESTOR

Profitability management | Investor relations and communication | Board presentation and meetings | Relationship with institutions | Vendor Selection / Management

## STRATEGY / VISION

Continuous Process Improvement | Internal Control Improvement | Crafting new strategies | Strategic plan and Business plan process | New business opportunities | Geographical expansion | Divestiture

## FINANCIAL / STEWARDSHIP

EBIDTA improvement | Fiscal Management | P&L Accountability | Revenue / Market Share Increases | Cost optimization and reduction | Working capital management | Operational risk management and mitigation | Cost Control / Reduction | Capex management

STRATEGIC  
INTERVENTION  
AREAS

## LEADERSHIP ROLES HELD THUS FAR:

- NAFCOC Limpopo - Treasurer General
- NAFCOC Youth National - National Deputy President
- NAFCOC Youth Limpopo - Provincial Chairperson
- Tshwane University of Technology - SRC President
- BWC – Church Board Member
- Welfare (VEP – Victim Empowerment Programme) Board Member

## ORGANISATION OVERVIEW

### Serage and Associate Inc

Management consulting company with a wealth of government financial management, systems development and implementations, asset management and change management. Serage Inc., formerly known as Lampoon Holding has in the past partnered with major companies such as KPMG, Accenture, Gobodo and Microsoft to name a few. It has managed to provide service to institutions with budget between R1m and R5b.

### GSM Greening Solutions Pty Ltd

GSM Greening Solutions company with a wealth of strategic partnerships established in New Delhi, Mumbai (India) and China. The focus of GSM is to manage and optimize energy consumption for communication networks in Africa through clean technology and alternative energy. GSM has established stable partnerships with Punj Lloyd (Indian Conglomerate), VNL (SHYAM), and many more institutions based in India and China. GSM also carries a stable business relationship with the government of Limpopo Province most in particular LEDA (Limpopo Economic Development Agency)

### Acctech NW

Accounting Technology company with a wealth of Government Financial Management, Systems development and Implementation, Systems Integrations. A branch of a country's leading Accpac dealer, Acctech National. Acctech provides services in institutions with the budget between R20m and 30m.

### Rythmn n Sounds

Own developed franchise for sales of Music and Movie DVD's and CD's. The company is based in the Cycard mall.

## INTERNATIONAL COURSES

- Corporate Governance
- Comprehensive Basic Accounting System (BAS) training provided by Accenture
- Business Integration Methodology (BIM) provided by Accenture
- Knowledge Exchange (KX) System Training, Accenture's knowledge management system
- Public Finance Management Act (PFMA) Training provided by University of Pretoria
- Business Process Re-engineering Course provided by Accenture
- Financial Management Course provided by Accenture
- Finest system Training provided by MSI
- Credit Management in Government and Parastatals Course provided by Marcus Evens
- Asset Management Training
- Management and Leadership Seminars
- Team Dynamics
- Performance Management, Mentoring and Coaching

## KEY PERFORMANCE INDICATORS

- Grew financial performance through renewed focus on pricing, cost containment/reductions, sourcing, and organizational restructuring.
- Re-established market leadership against few noted competitors by leading development of differentiated products, features, and services.
- Reversed losses to profits, driving year-over-year revenue gains and profitability in totals gross revenue improving ROI.
- Revamped entire department bringing in all new strategically designed measures.
- Redesigned internal procedures and controls to track contract development and vendor payments.
- Established Key Performance Indicators for all operating departments.
- Introduced numerous managerial / operational improvements including computerized production of backlog reports, staff cross-training and resource redeployment.
- Conducted internal audits to identify systemic problems. Personally visited and evaluated majority of programs eliminating poor performers.
- Assigned accountability to each department head for quality and to ensure adherence to new standards and policies.
- Setup payment processing system to tighten cash management and reduced payments processing timeline resulting in continued operations without disruption.
- Significantly enhanced the RFP process raising the bar on vendor standards and qualifications and developing better qualified pool of partners.
- Create, plan, implement and integrate the strategic direction of the organization.
- Ensure the organization's leadership maintains constant awareness of both the external and internal competitive landscape, opportunities for expansion, customers, markets, new industry developments and standards, client acquisition.
- Formulating and implementing the strategic plan that guides the direction of the business or organization. Assuring that the plan creation involves significant input from the organization so that there is little push back on the complete implementation.
- Participating in industry-related events or associations enhancing the organization's reputation and potential for success.

## ACADEMIC QUALIFICATIONS

- Due Completion in 2018: CMA (Chartered Management Accounting) – CIMA (chartered Institute of Management Accountants)
- 2016: MBA (Master of Business Administration) – NMU (Nelson Mandela University) - *Research Focus: Unlocking Plasma Gasification Technology Value Chain for Conversion of Municipal Waste to Energy (The Funding Model)*
- 1999: ND in cost and Management Accounting – VUT (Vaal University of Technology)
- 1994: Matriculation Certificate - Derek Kobe High, Lebokwagomo, Limpopo Province, South Africa

## SELECT SIGNIFICANT PROJECTS

**CLIENT NAME:** LEDA (Limpopo Economic Development Agency)  
**WEBSITE:** [www.leda.co.za](http://www.leda.co.za)  
**ROLE:** Project Manager

The Finnish government committed itself to assist Limpopo province with the development and implementation of the provincial information society strategies and development models based on the cooperation agreement between South Africa and Finland which was signed in 2001. LEDA had a need for establishing the status quo of ICT SMMEs in the province and their field of specialization within the broader ICT landscape and foster an ICT entrepreneurship culture for job creation.

**CLIENT NAME:** Limpopo Department of Education  
**WEBSITE:** [www.edu.limpopo.gov.za](http://www.edu.limpopo.gov.za)  
**ROLE:** Project Manager

The Department had a need for an improved and upgraded Asset Management System which would be in line with the Provincial Asset Management policy and strategy while verifying and regular intervention in streamlining cost of capital assets that are still in the progress of being procured. There was also a concern in establishing the perfect IT Infrastructure, design, development and implementation of a new WAN or LAN based system in alignment with GIAMA and NEIMS to complement and minimize the deficiencies of the existing system in use.

**CLIENT NAME:** Limpopo Provincial Treasury  
**WEBSITE:** [www.limttreasury.gov.za](http://www.limttreasury.gov.za)  
**ROLE:** Asset Management Expert Trainer

The Limpopo Government Institutions were experiencing some challenges regarding the management of assets and debts. The problem had lead to most of the institutions receiving qualified audited financial statements from the Auditor General. Given this challenges, Lampon was provided an opportunity to add value and assist in turning the situation around through training. Training was provided to the following institutions: Limpopo Provincial Treasury, Limpopo Department of Agriculture, Limpopo Department of Public Works, Greater Tubatse Municipality and Limpopo Economic Development Agency.

**CLIENT NAME:** Limpopo Provincial Treasury  
**WEBSITE:** [www.limttreasury.gov.za](http://www.limttreasury.gov.za)  
**ROLE:** Project Manager

The department required an expert partner who could assist in the management of it's movable assets. Much emphasis was based on the Hi-Tech security system to minimize the theft of their computer hardware. We were also expected to produce an asset register for the department.

**CLIENT NAME:** Thulamela Local Municipality  
**WEBSITE:** [www.limttreasury.gov.za](http://www.limttreasury.gov.za)  
**ROLE:** Project Manager  
**PROJECT SPONSOR:** Deloitte

Promoting the feasibility of the Thulamela Municipality to its less dependable on national transfers; Improving the managerial capacity of the municipality by providing relevant and accurate managerial information on a continuous basis (e.g. accurate consumer database, payment levels, outstanding debtors, geographic location / address of outstanding debts, etc;) Improving the overall efficiency and capacity of the municipalities to accurately measure and bill consumption, send out the accounts and collect monies; Project Partner: KPMG.

**CLIENT NAME:** Greater Tubatse Municipality  
**WEBSITE:** [www.limttreasury.gov.za](http://www.limttreasury.gov.za)  
**ROLE:** Project Manager

To manage their assets, Lampon Holdings in conjunction with KPMG were engaged to assist in the verification of all movable, mobile and infrastructure assets, valuation of all assets and implementation of the asset Management System.

**CLIENT NAME:** Limpopo Provincial Treasury  
**WEBSITE:** [www.limttreasury.gov.za](http://www.limttreasury.gov.za)  
**ROLE:** Project Manager

The Limpopo provincial treasury required the service of a professional service provide to assist in the following three assignments as follows;

**Assignment 1:** Month and Year End Closure

**Assignment 2:** Reconciliation of Suspense Accounts

**Assignment 3:** Conversion to the SCOA database

## SELECT SIGNIFICANT PROJECTS

**CLIENT NAME:** Kungwini Local Municipality  
**WEBSITE:** [www.limtreasury.gov.za](http://www.limtreasury.gov.za)  
**ROLE:** Project Manager

The Kungwini Local Municipality required the service of a professional service provide to assist in the following two assignments as follows;

**Assignment 1:** Supply Chain Management Project: Provided a workshop on the new concept of Supply Chain Management. The workshop broadly covered amongst other topics, the transition from conventional tender boards to bid committees, phases of the supply chain process and underlying legislation, i.e. Constitution of the Country, PFMA/MFMA, PPFA and BBBEE.

**Assignment 2:** Workplace Skills Plan (WSP) Development Project: Provided a workshop for the municipality on the subject matter and developed the Workplace Skills Plan for them as per the requirements of the LGW – SETA. This entailed: Stakeholder Management, Conducting consultative meetings with all stakeholders especially the Trade Unions and the Staff Development Committee, the Municipal Manager and Heads of Department.

**CLIENT NAME:** Kungwini Local Municipality  
**WEBSITE:** [www.limtreasury.gov.za](http://www.limtreasury.gov.za)  
**ROLE:** Project Manager

MSI was appointed by the Limpopo Provincial Treasury to rollout FINEST System to all Limpopo provincial departments. MSI further engaged Lampoon Holdings to assist in drafting the interface matrix between BAS, Persal and FINEST. We were mandated to advise MSI on the correct interface approach to be adopted through drafting various interface processes which were put to test. Further, we were given the role to advise the project team on various systems interface matrices.

**CLIENT NAME:** Invest North West  
**WEBSITE:** [www.nwdc.co.za](http://www.nwdc.co.za)  
**ROLE:** Project Manager

Invest NW needed a consulting firm which could assist in supporting their Accpac system and even implement a CRM (customer Relationship Management) system. Acctec NW was engaged to assist.

**CLIENT NAME:** Limpopo Provincial Treasury  
**WEBSITE:** [www.limtreasury.gov.za](http://www.limtreasury.gov.za)  
**ROLE:** Project Manager

Employed by the Limpopo Provincial Treasury to assist in managing all the 11 provincial departments on matters relating to financial management more especially putting an emphasis on the Basic Accounting System.

**CLIENT NAME:** Department of Housing and Local Development  
**WEBSITE:** [www.cogta.gov.za](http://www.cogta.gov.za)  
**ROLE:** Senior Financial Consultant  
**EMPLOYER:** Accenture

The National Ministry of Local Government commissioned a project to support Municipalities. Limpopo province department of Housing and Local Government decided to implement a Municipal Support Programme (MSP) for all Municipalities in the province. Ebony management Consulting was appointed as one of the consulting firms to deliver MSP. The project involved assisting the two municipalities within Limpopo Province to have their financial systems and operations up to date. (Blouberg and Molemole)

**CLIENT NAME:** Department of Justice  
**WEBSITE:** [www.justice.gov.za](http://www.justice.gov.za)  
**ROLE:** Management Consultant  
**EMPLOYER:** Accenture

The Gauteng Department of Justice had challenges in balancing their books and even performs reconciliation between two accounts, the FMS and BAS related accounts. Accenture was engaged.

**CLIENT NAME:** South African Post Office  
**ROLE:** Management Consultant  
**EMPLOYER:** Accenture

The South African Post Office was involved in the drive of “service to the people” initiative. As such, it required the design and the development of the mobile Public Information Terminals. Accenture was engaged to champion the project.

**CLIENT NAME:** National Treasury  
**ROLE:** BAS Support Consultant  
**EMPLOYER:** Accenture

National Treasury needed assistance in the administration of the general operations of the Basic Accounting System utilized by the Limpopo Government Departments. Focus was based on all 11 Provincial Departments in Limpopo.