



Lynne Carmen Dreyden

Executive Resume Profile

Profile

Dynamic and results-driven professional with extensive experience in client relationship management, service delivery, project coordination, and business support across diverse sectors including IT, insurance, and corporate operations. Proven track record in driving service excellence, enhancing customer experiences, and managing high-value stakeholder engagements. Skilled in aligning operational strategies with business goals, coordinating cross-functional teams, and streamlining communication to support growth and performance. Adept at managing complex administrative and project functions while maintaining a high level of professionalism, accuracy, and confidentiality. Recognised for strong interpersonal skills, problem-solving ability, and a proactive, solutions-focused approach in fast-paced environments.

Positions: Team Leader | IT Service Delivery Lead | IT Service Delivery Co-ordinator | Project Coordinator | Office Manager | IT Service Delivery Lead

Experience

ServiceNow Managed Services Team Leader
Wavenet Communications UK | October 2025 – Present | Cape Town

Key Responsibilities include:

Own and manage the ServiceNow Managed Services function. Act as the primary liaison between Wavenet stakeholders and external partners.

- Provide governance and regular reporting on platform health, performance and compliance.
- Manage backlog prioritisation and workload allocation across the team.
- Oversee daily monitoring, patching, upgrades, enhancements and alignment across all ServiceNow production and non-production instances.
- Ensure security and compliance, including access controls, MFA, certificates and audit readiness.
- Monthly Service Review Report presenting to Senior Management.
- Govern CMDB Data quality and ensure adherence to CSDM standards.
- Track and optimise license utilisation across ITSM, CSM, FSM, SPM and other core modules.
- Review and approve recommendations for adopting new ServiceNow features and modules.
- Mentor, support and lead and develop the Managed Services Analysts.

IT Service Delivery Lead
Ultima UK | March 2024 – April 2025 | Cape Town

Led service delivery across multiple customer accounts, driving operational excellence, service improvement, and stakeholder satisfaction. Ensured adherence to SLAs, managed escalations, and supported key accounts through data-driven reporting and proactive coordination.

Key Responsibilities:

- Service Delivery & Reporting: Ensured the creation and delivery of customer service reports in line with contractual obligations. Monitored and analysed service trends to identify improvement opportunities.
- Service Management Tools: Maintained key service trackers, including customer risk logs, CIM, and CMDB, to support operational visibility and compliance.
- Operational Coordination: Managed day-to-day service tasks autonomously, including service administration, scheduling of service reviews, and contract renewals.
- Documentation & Billing: Contributed to the creation of service operations documentation and generated contractual change notices, ensuring billing alignment with services delivered.
- Escalation & Support: Acted as the first point of contact for non-technical escalations and service-related queries. Supported key customer accounts and assisted Senior SDMs with larger clients.
- Stakeholder Management: Built and maintained strong working relationships with clients, internal teams, and third-party providers to ensure smooth service execution and collaboration.
- Performance Monitoring: Conducted data analysis and reporting to support issue resolution and service optimisation. Monitored stagnant tickets daily to ensure timely action and resolution.

IT Service Delivery Coordinator

PPECB – Agriculture/IT Division | October 2020 – February 2024 | Cape Town

Coordinated IT service delivery operations across internal teams and third-party vendors, ensuring efficient incident management, SLA compliance, stakeholder engagement, and continuous improvement across the Agriculture/IT Division.

Key Responsibilities:

- Incident & Problem Management: Oversaw daily incidents and tracked problem resolution.

Contact



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Western Cape, South Africa

Personal

ID: 700716 0234 082

Citizenship: Republic of South Africa

Gender: Female

Transport: Own

Driver's License: Valid

Languages: English, Afrikaans

Availability: Immediately

Region: Western Cape

Relocate: Europe

LinkedIn:

<https://www.linkedin.com/in/lynne-dreyden-bab5b659>

Technical

- MS Office
- MS Outlook
- Lotus Notes
- Word Perfect
- MultiMate
- Oracle Financials
- Brilliant Accounting
- IDU - Budgeting Package
- Quest quoting system
- Service Now
- Logic Monitor
- Remedy
- Azure

Education

Secondary Education:

Matric / Senior Certificate
Scottsdale Senior Secondary, 1998

Tertiary Education:

Diploma in Management Specialization
Public Relations
Lyceum College, 2020

Secretarial Diploma
The Quest Training Centre, 2007

Diploma in Business
Louis Group Business Academy, 2006

Certificates:

Leadership Mindsets
Linkedin Learning, 2023

Diversity, Inclusion and Belonging
Linkedin Learning, 2023

SDLC
Linkedin Learning, 2023

Leading and Motivation People with
Different Personalities
Linkedin Learning, 2023

Lean Six Sigma White Belt
MF Trainamentos, 2023

IT Service Mngt: Problem Management
Linkedin Learning, 2023

Articulating Your Value
Linkedin Learning, 2023

How to Decide: Simple Tools for Making
Better Choices
Linkedin Learning, 2023

Data Analytics with Excel
PPECB Internal Course, 2022

DevOps Foundations: Incident
Management
Linkedin Learning, 2022

Learning ITIL
Linkedin Learning, 2019

Courses: Old Mutual Business School

- Managing personal power
- Communicating for success
- Advanced Interactive Skills
- Engaging and influencing others
- Steps
- Negotiation Skills
- Planning and Organising
- Emotional Intelligence
- Optimising Diversity I & II
- Relationship Building / Client Service Orientation
- Conflict Handling
- Problem Solving
- Time Management
- Assertiveness

Experience

- ICT Coordination: Managed operational ICT requests coordinated change requests and releases and ensured resource alignment with active projects.
- Meeting Facilitation: Led internal and vendor service meetings, facilitated team stand-ups, and monitored stagnant tickets for timely resolution.
- Internal Training & Team Morale: Conducted product and cold chain process training; maintained Praise Reports on Viva to boost morale.
- Service Monitoring & Control: Ensured daily monitoring of services, adherence to internal processes, and documentation compliance.
- Cross-Functional Leadership: Led virtual teams and third-party engagements to support seamless service delivery and collaboration.

Executive Assistant

PPECB – Statutory Office | November 2017 – October 2020 | Cape Town

Provided high-level executive support to senior management, ensuring seamless administrative operations, effective communication, and professional coordination of statutory responsibilities.

Key Responsibilities:

- Executive Support: Managed calendars, scheduled meetings, and coordinated travel arrangements for executives.
- Office Administration: Oversaw day-to-day administrative functions, including document preparation, filing systems, and correspondence.
- Communication Management: Handled confidential communication, drafted internal memos, and facilitated responses on behalf of executives.
- Meeting Coordination: Organised internal and external meetings, prepared agendas, recorded minutes, and tracked action items.
- Statutory Compliance: Assisted in compiling and submitting regulatory documentation in accordance with industry and legal standards.
- Stakeholder Liaison: Acted as primary point of contact for internal departments and external stakeholders.
- Project Assistance: Supported the execution of departmental projects through coordination, reporting, and administrative follow-ups.
- Confidentiality & Discretion: Maintained strict confidentiality on sensitive information and upheld professional standards.

Key Achievements:

- Analytical Reporting: Created data-driven reports adopted across the organisation.
- Process Improvement: Developed internal stakeholder process documentation that highlighted needed changes to workflow charts.
- Team Culture: Boosted recognition and engagement through consistent use of Praise Reports on Viva.

Personal Assistant (Contract)

Sanlam Head Office – Bellville | October 2016 – June 2017

(Contract role during the transition back into a permanent work environment after relocating to Cape Town.) Provided professional administrative and project support within the Sanlam Personal Finance, Business Change Project Office, ensuring smooth coordination and communication across teams.

Key Responsibilities:

- Diary & Travel Management: Supported two Business Consultants and a Project Manager with scheduling, meeting coordination, and travel arrangements.
- Project Support: Assisted in preparing documentation and organising activities related to project delivery.
- Stakeholder Liaison: Acted as a key contact for internal teams, maintaining effective communication flow.

Personal Assistant / Office Manager (Contract)

Global Lead Consulting (Pty) Ltd – Cape Town | August 2016 – October 2016

(Short-term contract role following return to Cape Town, supporting business operations during a transition period.) Provided executive support and managed daily office operations to ensure an organised, efficient, and professional environment during a short-term contract.

Key Responsibilities:

- Executive Support: Assisted leadership with diary management, correspondence, and administrative tasks.
- Office Management: Oversaw office supplies, vendor coordination, and general workplace upkeep.
- Team Coordination: Supported internal teams with scheduling, meeting arrangements, and document preparation.

Personal Assistant / Office Manager (Contract)

ISIMO Health (Pty) Ltd – Cape Town | April 2016 – August 2016

(Contract role undertaken shortly after relocating back to Cape Town in 2016.)

Key Management Skills

- Agile Environment Familiarity
- Change Request Coordination
- Client Onboarding
- Client Relationship Building
- CMDB & Risk Tracker Maintenance
- Confidentiality & Discretion
- Conflict Resolution
- Contract & SLA Management
- CRM System Proficiency
- Cross-functional Collaboration
- Customer Escalation Handling
- Customer Experience Enhancement
- Customer Retention Strategies
- Diary & Travel Management
- Document Control
- Event Coordination
- Executive Assistance
- External Communications
- Internal Communications
- ITIL Framework
- Key Account Management
- Knowledge Base Documentation
- Market Research Support
- Meeting Facilitation
- Minute Taking & Meeting Notes
- Negotiation & Persuasion
- Office Management
- Operational Reporting
- Presentation Skills
- Process Improvement
- Professional Communication
- Progress Reporting
- Project Planning & Support
- Proposal Development
- Release Coordination
- Resource Alignment
- Risk Mitigation Support
- Service Delivery Coordination
- SLA Compliance Monitoring
- Stakeholder Engagement
- Task Scheduling
- Team Morale & Culture Support
- Ticket Management
- Timeline Tracking
- Training Coordination
- Vendor Liaison
- Virtual Team Coordination
- Workflow Management
- Workshop / Conference Coordination

Experience

Delivered executive-level administrative support and ensured the smooth running of daily office functions in a dynamic healthcare environment.

Key Responsibilities:

- Executive Support: Managed calendars, travel, and correspondence for senior management.
- Office Operations: Handled procurement, office logistics, and vendor liaison.
- Team Support: Coordinated meetings, maintained documentation, and supported cross-functional teams.

Insurance Consultant & Personal Assistant to Business Manager

Santam Commercial Contact Centre – Gauteng | May 2013 – November 2015

Balanced dual responsibilities by providing expert insurance consulting services and administrative support to the Business Manager, ensuring efficient operations and customer satisfaction.

Key Responsibilities:

- Client Services: Handled commercial insurance queries, policy updates, and client support.
- Administrative Support: Managed diary, meetings, and reporting for the Business Manager.
- Operational Coordination: Assisted with team communication, documentation, and internal processes.

Personal Assistant to Business Manager

Sanlam Personal Finance | November 2011 – April 2013

Contract Assignments | Personal Assistant / HR Administrator / Secretary

Various Companies – Gauteng, South Africa | December 2008 – September 2011

During a family relocation to Gauteng, undertook short-term contract roles providing high-level administrative and business support across multiple industries.

- Personal Assistant – Momentum
- Personal Assistant to Directors – Ernst & Young
- Personal Assistant to Vice Chairman – ABSA Capital
- Human Resource Administrator – Beckman Coulter
- Secretary to the Water Unit – Aurecon Engineering Consultants

Office Management / Personal Assistant

Old Mutual South Africa | June 1996 – October 2008

Volunteer – Corporate Social Responsibility

Old Mutual – Group Marketing, Cape Town | February 2003 – January 2005

Supported Old Mutual's CSR initiatives by assisting with volunteer activities and community outreach projects within the Group Marketing division.

- Community Engagement: Participated in organised volunteer efforts to support social development causes.
- Team Contribution: Collaborated with colleagues to deliver impactful initiatives under the company's CSR banner.

References

Mr A Dawood – ADawood@oldmutual.com
Manager Old Mutual | Tel: 021 509 2453 or 082 553 9512

Mr Dean Genade – Dean.Genade@sanlam.co.za
Sanlam Business Consultant | Tel: 021 947 4311 or 082 336 7417

Mr A Peters – ashrafp@ppecb.com
PPECB Cold Chain Specialist | Tel: 082 462 6841

David Royston Retired Senior Service Delivery Manager | Ultima Business Solutions UK
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Mrs C Steyn – Carolannesteyn123@gmail.com
PPECB HR | Tel: 083 650 2880