

# Joyce Swanke

Experienced Software & Manufacturing Professional / Business Transformation / Innovation / IT Strategy

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## Summary

Passionate about working with customers to drive simplification, innovation, and business transformation!

Focus: HANA, S/4 HANA, Predictive, IoT, Mobility, User Experience, Cloud, Manufacturing, Supply Chain Management, Customer Experience Key Industries: High Tech, Industrial Machinery & Components, Aerospace & Defense, Automotive, Consumer Products, Building Materials, Fabricated & Primary Metals, Mining

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## Experience

### **Sr. Director, SAP HANA Global Center of Excellence at SAP**

June 2015 - Present (7 months)

Working with customers to re-imagine their business through "Art of the Possible" initiatives with HANA as platform for Innovations, Transformation, and Business Value.

### **Sr. Principal, Business Transformation Services at SAP**

September 2014 - May 2015 (9 months)

Engaged with customers to define strategic roadmaps and drive innovation adoption.

### **Sr. Principal, Discrete Manufacturing, Industry Value Engineering at SAP**

June 2013 - September 2014 (1 year 4 months)

North America National Lead for Industrial Machinery & Components (IM&C) Industry. Additional focus on Automotive and High Tech Industries. Responsible for go-to-market strategy, demand generation activities, and supporting sales teams to bring solutions and value to our customers.

### **Sr. Industry Principal - Mill Products & Mining at SAP**

May 2009 - May 2013 (4 years 1 month)

Industry support and go to market activities for Mill Products and Mining industries. These industries included a mix of Discrete and Process Manufacturing - Building Materials, Fabricated Metals, Primary Metals, Forestry/Paper, Packaging, Furniture, Mining.

### **Sr. Solution Engineer at SAP**

June 2006 - May 2009 (3 years)

Demonstrated software solutions for SAP Manufacturing, Manufacturing Integration & Intelligence, Quality, Procurement, Plant Maintenance, Demand Planning, Supplier Network Collaboration, Business Intelligence (BOBJ). Specialities included Lean Manufacturing and Six Sigma.

**Solution Manager, Lean Manufacturing & Six Sigma at SAP**

May 2005 - June 2006 (1 year 2 months)

**Product Manager, Manufacturing at Oracle/PeopleSoft (acquired JDE)**

October 2003 - April 2005 (1 year 7 months)

**Product Marketing at J. D. Edwards**

August 2001 - October 2003 (2 years 3 months)

**Product Launch at J. D. Edwards**

May 1999 - August 2001 (2 years 4 months)

**Client Services, Consulting & Client Manager at J. D. Edwards**

August 1995 - May 1999 (3 years 10 months)

**Engineering & Quality Manager, Operations Manager at Engineered Data Products**

February 1994 - August 1995 (1 year 7 months)

**Production Planning Manager at Pelsue**

February 1993 - February 1994 (1 year 1 month)

**Staff Manufacturing Engineer at Lockheed Martin**

January 1986 - February 1993 (7 years 2 months)

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**Skills & Expertise**

**Six Sigma**

**Lean Manufacturing**

**Enterprise Software**

**ERP**

**SaaS**

**Business Intelligence**

**Business Process**

**SAP**

**Product Management**

**Pre-sales**

**Business Analysis**

**Supply Chain Management**

**SAP ERP**

**HANA**

**IT Strategy**

**Cloud Computing**

**Manufacturing**

**Product Marketing**

**CRM**

**Leadership  
Management  
Consulting  
Cross-functional Team Leadership  
Business Process Improvement  
Integration  
Professional Services  
Software Project Management  
Solution Selling  
Requirements Analysis  
Strategy  
Solution Architecture  
Enterprise Architecture  
Program Management  
Outsourcing  
Security  
SAP R/3  
Project Portfolio Management  
Analytics  
Go-to-market Strategy  
Business Development  
Demand Generation  
Process Improvement  
Project Management  
Strategic Partnerships**

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## Education

### **Regis University**

MBA, Operations Management; Finance & Accounting, 1988 - 1990

Grade: Summa Cum Laude

### **University of Missouri**

Bachelors of Science, Industrial Engineering, 1980 - 1984

Activities and Societies: Kappa Delta Sorority, Homecoming Steering Committee, Greek Week Steering Committee, Alumni Association Student Board (AASB)

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## Interests

Skiing, Travel for VACATION, Wine

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## Certifications

### **Six Sigma Black Belt**

Villanova University May 2005

### **Certified Quality Auditor (CQA)**

ASQ January 1994

### **Business Transformation Management Methodology (BTM2)**

Business Transformation Academy    November 2014

**Certified Fellow in Production and Inventory Management (CFPIM)**

APICS    July 1992 to July 2018

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Languages

**English**

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Volunteer Experience

**Coach / Instructor at Jr. Achievement**

May 1999 - April 2005 (6 years)

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## 5 people have recommended Joyce

"I had the pleasure to work with Joyce over 2 years at SAP. She is a tenacious, passionate, and personable individual with strong networking skills and a broad business sense spanning sales, marketing, and operations. Joyce is extremely credible in front of clients and became a trusted adviser in numerous engagements that I witnessed. Her "customer-first" mentality played a role in securing large deals and strong relationships with new and existing clients. On her experience alone, Joyce is a solid asset, and coupled with her business savvy, I'm confident that she will emerge as a top performer in any customer-facing role."

— **Domenic C.**, worked directly with Joyce at SAP

"I first interacted with Joyce was when she just joined SAP. At that point in time our team was exploring the development of a new composite application for Six Sigma that would be based upon the SAP xRPM solution. With her experience in manufacturing across ERP packages and of the Six Sigma methodology we were able to quickly create a prototype and release a joint approach paper for distribution to the field for the proposed solution. It was great working with her and a terrific learning experience. Would love to work with her again."

— **Subhojit R.**, was with another company when working with Joyce at SAP

"Joyce is a tremendous producer of meticulous-quality, revenue-driving work. She is a leader in manufacturing and CRM product management and marketing. She has strong revenue and customer records as proofs of her strong technical, business, and interpersonal skills."

— **Charles (Charlie) K.**, worked directly with Joyce at Oracle/PeopleSoft (acquired JDE)

"I had the opportunity to work with Joyce as a Product Launch Manager. Not only is Joyce an expert in manufacturing processes, she understands how to collaborate with cross-functional partners in order to create company deliverables on-time and on-budget. She is also a great mentor."

— **Laurie D.**, worked directly with Joyce at J. D. Edwards

"Joyce brought the highest level of professionalism and ideas in managing to the engineering group at Engineered Data Products that was second to none. She was very detail oriented kept the projects on track,

on time and was well respected by the engineering group. She is a fair and honest person I'd enjoy the opportunity to work with Joyce again.'"

— **Kurt J.**, reported to Joyce at Engineered Data Products

[Contact Joyce on LinkedIn](#)