

SHEETAL JOYCE

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SOLUTION ARCHITECT

Accomplished IT Consultant and Solution Architect, with extensive experience working on various SAP systems for various customers across the globe. History of success in designing solutions for customers in different cloud platforms as well as on-premise. Proven expertise in designing/reviewing architecture of customers, and designing SAP workloads to be robust, reliable, resilient and secure. Strength in blending a robust technological experience with B-Tech being a trustworthy and excellent integration consultant. Strategic and solutions-driven, adept in maintaining an agile and adaptable work approach.

KEY TECHNICAL SKILLS

Cloud Platform: Google Cloud Platform | AWS(Amazon) | Microsoft Azure

SAP Solutions: S/4 HANA | NetWeaver | RISE | CAR | BTP | SAP R/3 | ECC | BI | EP | CRM | Solution Manager | SCM | XI/PO | SRM | FIORI | EWM

Database: HANA | SAP ASE | Oracle | MSSQL | Max Db | Db2

Operating System: RHEL | SLES | HP-UX | AIX | Windows | Solaris | Unix

Virtualization: VMware | Xen Server

Presentation: Citrix

Automation: Terraform, Ansible, Puppet, Azure DevOps Pipeline

EDUCATION AND CERTIFICATIONS

AZ-120: Planning and Administering Azure for SAP Workloads

Google Cloud Certified - Professional Cloud Architect

Certified NetWeaver Consultant 7.0 & Oracle DB consultant

B-Tech -- Mar Athanasius College of Engineering, Mahatma Gandhi University

SAP EXPERIENCE

Microsoft Corporation, Redmond, WA

Senior SAP Customer Engineer / SAP Category lead

- As a Senior Customer Engineer, collaborate with customers/partners in deploying or migrating SAP workload over to Azure.
- Design / review architecture for SAP workload in Azure. Designs are based on the best practices for deploying SAP on Azure. Key principles of design include Quality, Reliability and Security.
- Collaborate with customers to understand feedback on different services/features and relay the same with product group.
- Making the customer successful by being involved in POC's, driving customer demos and helping in unblocking customers with technical challenges.
- As SAP Category Lead, collaborate with product group and align to product lifecycle.
- Involve in product phases such as design, development, testing, customer adoption, getting customer feedback etc.
- Partner with product group in customer escalations addressing customer challenges and partnering with support.

PROFESSIONAL EXPERIENCE

Microsoft Azure, Redmond, WA

March 2020 - Current

Current Position: Senior Customer Engineer

Major Customers: Deloitte, Levi, Ulta Beauty, Hitachi, Enmax, Rogers Corporation, DXC

Applexus Technologies, Seattle, WA

January 2012 - February 2020

Last Position: SAP Practice lead

Major Customers: Costco Wholesale, ASICS America, Hanes Brands, Michael Foods, DTC, Tractor Supply, SAP Global Delivery, SAP America

Bristlecone, Bengaluru, India

March 2010 – November 2011

Last Position: Consultant - SAP Basis

Major Customers: SAP Labs

CCS Technologies Pvt LTD, Kerala, India

December 2006 – March 2010

Last Position: Consultant - SAP BASIS

Major Customers: Malayala Manorama, Synthite, Symega, Kankor