

YVONNE MULLIGAN



Experience Overview

As a technology professional I have over 16 years' experience in the SAP eco-system, with business and operational experience across industries including natural resources, transport and logistics, and supply chain.

While at SAP I have leveraged my customer engagement skills to collaborate with customers in order to optimise SAP technologies for innovation and business transformation, while focusing on value outcomes.

An accomplished program manager, I am currently driving the Customer Success Channel in APJ for SAPPHIRE Converge program. I am also leading an APJ internal enablement program for Professional Services including Innovative Technologies, Analytics & Insights, and CX Experience.

Being passionate about technology I continually seek to evolve my skills and am currently undertaking a full stack development course (bootcamp style) through UniWA until Feb 2021.

Demonstrated Skills

- MBA, Deakin University and ITIL certified.
- Customer and stakeholder management skills, with an awarded 'Customer First' mindset.
- Understand and articulate business benefits of innovative technologies such as AI, ML and IoT.
- Team leadership and people coordination experience, including remote and local teams.
- Customer innovation and co-innovation projects.
- Strong interpersonal and communication skills across all levels from operations to C-suite.
- Proven business and project management skills, including KPI definition, budgeting and reporting.
- Ability to align customer strategy and problems to SAP technologies, and articulate value of adoption.
- Experienced in the full lifecycle of SAP solutions - from sales, to optimise, and expand.

Employment History

SAP Australia



- Business Development Manager: *ISS APJ (Formerly IBSO/Custom Development)*
- Solution Sales Engagement Manager: *Custom Development (now ISS)*
- Service Delivery Manager: *SAP Managed Services*

Oct 2017 - Current
June 2016 – Oct 2017
June 2013 – May 2016

Aeris Resources Limited (formerly Straits Resources)



- Management Information Systems (MIS) Manager
- MIS Program Manager

2010 - Sept 2012
April 2008 – 2010

BevChain Logistics



- Senior Business Analyst/Technical Program Manager

Nov 2007 – April 2008

Linfox Logistics Pty Ltd



- Technical Analyst
- Business Process Reengineering

Nov 2004 – Nov 2007

Barkuma Incorporated



- Administration Manager and EA to the CEO

April 2001 – Nov 2004

IT&e

- Service Coordinator

Feb 1999 – April 2001

FJ Walker Foods – McDonalds Distribution

- Promotions Coordinator & HACCP Auditor

1997 – 1999

Professional Experience

SAP Australia

In my current role I am responsible for demand generation programs and internal enablement for Professional Services Portfolio, focus on emerging technologies such as Machine Learning, Artificial Intelligence and Internet of Things, the CX Suite and associated service offerings.

Key responsibilities:

- Planning and executing demand generation programs and campaigns to drive pipeline.
- APJ Regional Program Lead for SAPPHIRE Converge - Concept for Customer Success Channel.
- Educating and evangelizing on SAP technologies to aid brand perception change.
- Internal and external enablement, account planning and strategic engagements for key accounts.
- Aligning with knowledge experts globally to ensure the right content is presented at the right time.
- Engaging and selling internally (AE's, SAM's and LoB) to ensure coverage across accounts to meet pipeline requirements.

Key Achievements:

- Led enablement program for Professional Service enablement across APJ, resulting in pipeline growth.
- Drove Australian Energy Week event presence, enabling outreach to non-SAP customers, leading to net new engagements for innovation and cloud technologies.

Solution Sales Engagement Manager – Custom Development (now ISS)

(June 2016 – Oct 2017)

Responsible for sales and engagements for Custom Development in WA, QLD and strategic accounts in SA.

Key responsibilities:

- Aligning with customers to drive opportunities from inception through to sales closure.
- Engaging and selling internally (AEs, SAMs and LoB) to ensure coverage across accounts to meet quota.
- Contract preparation and execution, internal approvals process, customer liaison.
- Solution Focus Area: Leonardo, assisting SSEM's with customer meetings and sales preparing material.

Key Achievements:

- First Leonardo sales engagement in APJ Region: Vehicle Insights, for Citic Pacific Mining.

Service Delivery Manager – SAP Managed Services

(June 2013 – May 2016)

Responsible for managing the execution of operational service delivery for customers.

Key responsibilities:

- Coordination of high-quality service delivery between customer, SAP off-shore delivery centers, SAP Partner network and internal Lines of Business.
- Identify value add activities and selling opportunities for out of contract requirements.
- Leading local, near-shore and off-shore teams for the most efficient delivery of service requirements, ensuring consistent high quality of service delivery.
- Preparing and presenting governance and reporting requirements for quarterly business reviews.
- Managing teams across geographical and cultural boundaries.
- Vendor and partner management.

Key Achievements:

- Recipient of Regional "Service and Support Star Award" for 2015
- Turned around at risk customer resulting in contract re-signing another 5 years for +4 Million revenue.
- Developed customer engagement models and processes that led to significant improvement of customer satisfaction and ability to effectively utilize support services. Deploying these guidelines resulted in our partners successfully passing SAP Quality Gate Audits.
- Key driver to deliver both Operations Maturity and Efficiency Assessments for customer, utilising BTS and GD resources. Resulted in developing an efficiency roadmap, which formed the foundation of maturity growth model for other AMS customers.

Aeris Resources Limited (formerly Straits Resources)

Management Information Systems (MIS) Manager

(April 2008 – Sept 2012)

My role as MIS Manager entailed managing the SAP department post project implementation.

Key Responsibilities:

- Manage internal staff and site-based system champions; and directing support partners.
- Managing and reporting for annual operational and capital budgets -approx. \$2million p.a.
- Determining system improvements and development requirements to ensure SAP continued to meet evolving needs.
- Developing and directing strategy and budget to ensure MIS Department met corporate objectives.

Key Achievements:

- Achieved SAP system availability rate of 99.9% and introduced considerable cost savings through improving the SAP support model and transitioning to a new SAP Support Partner.
- Developed and evolved the IS strategy, responsible for identifying and directing ongoing system developments.
- Project managed the implementation of HCM module in conjunction with an external support partner to enable in-house payroll processing and HR management for 400+ staff. The project was delivered on time and within budget.
- Acted as the Group IT and MIS Coordinator for 3 months whilst the organisation transitioned to a new business model. In this capacity I developed and implemented the IT strategy and facilitated the transition to an externally managed service provider. During that time, I project managed the implementation of a new Intranet site based on the SharePoint 2010 platform.

Prior Role at Straits Resources: MIS Program Manager

As MIS Program Manager I was a pivotal member of the internal project management team, responsible for the direction and management of external implementation partners to achieve SAP Implementation objectives.

I also functioned as Business Analyst for PS and SD modules, and Integration Lead for FICO, MM, PM and PS modules during the SAP Implementation for Straits across 8 sites in Australia and Singapore.

During the second implementation phase of the project I led the Change Management requirements and coordinated the development and delivery of end user training.

BevChain Logistics

Senior Business Analyst/Technical Program Manager

(Nov 2007 – April 2008)

BevChain Logistics provides warehouse and distribution services throughout Australia. In my role I was a key member of the project team responsible for implementing SAP Warehouse Management System (WMS) and Program Manager for the technical team.

Key Responsibilities:

- Identify and analyse business objectives.
- Context level diagrams, translating processes into data flow diagrams.
- Developing and documenting business processes and Standard Operating Procedures.
- Design SAP training requirements.
- Assist in business solution development and blueprinting of SAP modules – WM, IM.
- Developing UAT test scripts, facilitate testing.
- Management of project technical teams – Systems Integration, Warehouse and Project teams.
- Engage with customers and Management to identify current and future capabilities and requirements.

Linfox Logistics Pty Ltd

Technical Analyst & Business Process Reengineering Roles

(Nov 2004 – Nov 2007)

Key Responsibilities:

- Liaising with SAP functional and configuration staff, system developers, Biztalk and project resources.
- Process design and business reengineering for implementation.
- Configuration of SD, MM, LE & FI/CO modules
- Process analysis and reengineering of Biztalk mapping requirements for B2B clients incorporating SD, MM, LE and FI/CO modules.
- Investigation, analysis and documentation of business requirements, system modifications & enhancements.

Barkuma Incorporated

Administration Manager and EA to the CEO

(April 2001 – Nov 2004)

Barkuma provides individual quality support to people with an intellectual disability to achieve full community inclusion. In my role I was responsible for coordinating the delivery of administration support for four business units and managing administration support staff across the branch locations..

IT&e

Service Coordinator

(Feb 1999 – April 2001)

Responsible for coordinating the IT service department in South Australia. This involved the management of technical staff and external service providers to ensure the timely provision of technical services, including responsibility for service-related financial reporting and key KPI's to management and Board.

FJ Walker Foods

Promotions Coordinator & HACCP Auditor

1997 – 1999

FJ Walker Foods were the cross-docking and distribution partner for McDonalds, servicing stores in South Australia, southwestern regional Victoria, and Darwin. I was responsible for coordinating stock distribution for ongoing store promotions. I also functioned as qualified HACCP auditor for all receipts and distribution activities, including recalls and critical redistribution activities.

Further Education

Uni-WA Coding Bootcamp – Full Stack Development Certification	(Current)
ITIL V3 Foundation Certification	(2012)
Masters Business Administration (Information Systems Management)	
Deakin University	(2010 – 2011)
Graduate Certificate Business	Deakin University (2009)
Bachelor Commerce/ Applied Finance	University of SA (2000 – 2007)
Diploma Business	Pollack Learning Alliance (2006)
Diploma Information Technology	Adelaide TAFE (1998 – 2000)

Accolades and Memberships

SAP Appreciate Award – MU of the Year 2018, 2019	(2018-19)
SAP Regional Service and Support Star Award	(2015)
SAP Global Appreciate Award – “Spotlight” Tier – Build Bridges Not Silo’s	(2015)
SAP Global Appreciate Award – “Celebrate” Tier – Build Bridges Not Silo’s	(2015)
Deans Merit List - University of South Australia	(2002)
Honor Society - University of South Australia	(Ongoing)