

JOYCE L. JOHNSON

Experienced Data Scientist and Software Technical Professional

EXCEEDING QUOTA TARGETS | AWARD WINNING CUSTOMER CONSULTANT | DATA VISUALIZATION

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Currently pursuing a degree in Applied Data Analytics and proficient in R-programming, Python, data preparation and statistical methods including advanced visualization of statistical results. Specializing in documenting and presenting data results to business and executives.

Expert Technical Professional proficient in writing technical marketing material, customer education experiences, custom documentation and in selling enterprise content management, business process management, compliance and analytics solutions to enterprise insurance, financial, telecommunications, and government strategic accounts and named customers.

Skilled documentation specialist including technical white papers, Request for Proposal responses, user manuals, system documentation, online education materials, custom application manuals, and training materials using various productivity tools including maven, Skilljar, and Scorm LMS software platforms.

Uniquely qualified in designing complex solutions for business problems, developing and delivering custom integrated presentations and demonstrations providing the customer point of view.

CONTENT ANALYTICS | DATA ANALYTICS | SOLUTION SELLING | BUSINESS PROCESS MANAGEMENT
ENTERPRISE CONTENT MANAGEMENT | INFORMATION GOVERNANCE | BUSINESS ANALYST AND TECHNICAL LIAISON

PROFESSIONAL EXPERIENCE

Syracuse University, Syracuse, NY

Pursuing Masters in Applied Data Science

2018 – present

Data preparation, big data, natural language processing, data cleansing, statistical analysis, database management, R, and Python. Visualization presentation with R, Python, Tableau, Power BI and Adobe Illustrator. Current GPA: 3.9, Target Graduation: Summer 2021

Hyland (formerly Alfresco), Westlake, OH

Educational Technical Consultant

2020 – present

Develop, research and write custom education courses from overviews to detailed tutorials using maven and LMS software platforms. Publishing in Skilljar for online/eLearning consumption. Working with self-contained class environments using docker containers.

Technical Marketing Engineer

2018 – 2020

Develop, research and write technical white papers. Subjects include: containerization, migration, cloud deployment, Amazon Web Services integration, Solr deployment and performance benchmarks. Develop Sales Campaigns, website copy, company and product messaging. Work closely with product management and engineering to develop technical marketing materials for internal sales and external facing website. Work with the open source community to aid in problem solving.

Solutions Engineer

2016 – 2018

Work with account sales representatives to define optimal solutions to customers' business problems. Concentration in markets including financial services and insurance. Provide pre- and post-sales technical support to clients including product updates, reviews and presentations. Design, architect, customize and develop demonstrations and presentations, system analysis and design, software and hardware architecture, proposal responses, and documentation.

International Business Machines Corporation, Armonk, NY

Client Solutions Professional

2012 – 2016

Work directly with account executives and corporate resources to determine optimal solutions to customers' business problems. Focus on strategic account selling with client teams. Concentration in markets including financial services, aerospace, manufacturing, insurance and government. Provide pre- and post-sales technical support to clients and account

executives. Design, architect, customize and develop demonstrations and presentations, system analysis and design, software and hardware architecture, proposal responses, documentation, and account management. Subject matter expert in Business Process Management solutions. Strategic account responsibility for multiple IBM products and suites across named accounts.

SYSCOM, Inc., Baltimore, MD

Senior Solutions Engineer

2009 – 2012

Develop and deliver demonstrations and Proof of Technologies and Concepts using IBM and FileNet technologies along with SYSCOM's products in Business Process Management, Enterprise Content Management and Content Analytics. Answer requests for proposals related to enterprise content management solutions. Strategize with other team members of the best solutions to propose. Manage the proposal process and provide completed proposals to prospects. Project Management on migration and enterprise content management/business process management projects. Work with IBM and SYSCOM to develop marketing strategies and improve and strengthen partner relationship with IBM.

- Develop delivered custom training material while serving as project manager
- Develop material for SYSCOM products
- Strategic account planning with account executive on assigned accounts

iTek Solutions, Inc., Carson City, NV

Consulting Specialist

2008 – 2009

Answer requests for proposals related to enterprise content management solutions primarily in the government sector. Strategize with other team members of the best solutions to propose. Manage the proposal process and provide completed proposals to prospects. Deliver demonstrations and prototype solutions to prospects demonstrating proposed solutions using IBM FileNet P8 software suite. Improve and strengthen partner relationship with IBM and work with IBM contacts to work leads and build sales pipeline.

- Develop and deliver presentation and demonstration materials for Docket Manager Application

R2K, Inc. New York, NY

Technical Account Manager

2008 – 2008

Work to develop new opportunities within existing prospects and customers. Manage projects for the design and delivery of software for customized business process management and enterprise content management applications. Work with other employees to determine optimal solutions to customers' business problems with the partnered technology suites. Post sale delivery and QA testing on Kofax, Captiva and FileNet technologies.

International Business Machines Corporation, Armonk, NY

Consulting IT Specialist

1996 – 2007

Mentor other IT Specialists. Work with client/account executives and corporate resources to determine optimal solutions to customers' business problems with the IBM technology suites. Concentrate on solving problems in the government, insurance and financial verticals. Provide pre and post-sales support, technical consulting support to customers and account executives. Design, architect, develop and demonstrations and presentations, system analysis and design, software and hardware architecture, proposal responses, documentation, and account management. Define requirements and success criteria and management for Proof of Concepts and document.

Positions also held:

Consulting Specialist (formerly FileNet Corporation)

Senior Systems Consultant (formerly FileNet Corporation)

System Engineer (Broadvision, formerly Interleaf)

SIGNIFICANT ACHIEVEMENTS

SIX SIGMA GREENBELT | FILENET CERTIFIED PROFESSIONAL | C-LEVEL STRATEGIC ACCOUNT SELLING

DEMO2WIN PRESENTATION/DEMONSTRATION CERTIFIED | BOX DEMONSTRATION CERTIFIED | AMAZON CLOUD PRACTITIONER CERTIFIED

- Hyland Education Services Employee of the Quarter Q4 2020
- Multiple IBM Manager's Choice Awards including Sharing Expertise, Putting Client First, and Think, Prepare and Rehearse
- Demo2Win Award Winner: 2015
- 2006: FileNet Star Constellation Award and FileNet Demo Gallery Submission Award Winner
- System Consultant of the Year 1999 and 2003 – FileNet Northeast
- District System Consultant of the Quarter – FileNet Northeast District – Q2 1999, Q2 2001, Q4 2001, Q2 2002, Q4 2003, Q3 2004, Q1 2005, Q2 2007
- Contributed to over 133% of Quota — FileNet Northeast District (1997, 2006)
- Secured 4.9 Million Dollars of District Revenue 1999 — FileNet Northeast District

EDUCATION

Master of Science – Applied Data Analytics, Syracuse University (Graduation: 2021, GPA: 3.9)

Master of Science— Mathematics/Statistics, Texas Tech University

Bachelor of Arts — Mathematics/Quantitative Analysis, Texas Tech University

Attended Baylor University studying Applied Mathematical Sciences