

Process 4.0 – The Journey of Hyper Personalization & Localization



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With more than 29 years of project management experience, Joyce is the **Global Project Management Head** at Business Technovise Innovation overseeing project management product services growth in Asia & Africa. Her project management expertise is much sought after as an Independent QA (IQA) consultant for mega billion-ringgit projects in Malaysia & Mauritius.

Joyce is a Bachelor of Business Administrator (Honors) holder from Curtin University of Technology, Western Australia. She is **an avid and passionate PPM researcher** when not wooing her customers on PPM Competency Development. Among her MNC clients are AmBank Bhd, Bank Islam Malaysia Bhd, PNB, IA Group, MEPS, Sunway Group, Axiata Group, SME Bank, HeiTech Group, CMS Trust, Amanah Factors, Labuan International Financial Exchange, The Mauritius Commercial Bank, State Bank of Mauritius, British American Investment, Banyan Group. She was also a key personnel in the Quality Assurance Team for the MASA Interactive project for KLSE and the Branch Integrated System for Bank Negara Malaysia She is currently spearheading a **worldwide team on end-to-end management of projects** including user requirement gathering, cross-functional team forming, project planning, control and implementation under aggressive timeline and tight budget.