

# Executive Biography

## North America Management Team



**STEPHEN SHANDER**  
Chief Customer Officer SAP  
North America

As the chief customer officer for SAP North America, Steve Shander is responsible for overall customer satisfaction through his leadership of the region's Chief Customer Office. Comprised of the Project Success, Business Acceleration, Customer First, S4/Analytics, and the HANA Ambassador and Cloud Ambassador teams, the mission of the Chief Customer Office is to help SAP's customers adopt, deploy, and maximize value from their SAP investments, and leverage SAP's new innovations.

Since joining SAP in 2002, Steve has held several senior management positions for the North America region, most recently as senior vice president and general manager of Line of Business. Prior, he held equally senior leadership roles overseeing the Northeast team, as well as the Premier Customer Network, and Northeast Sales Manufacturing organizations.

Prior to joining SAP, Steve served as senior vice president at Exchange Inc., and over the course of his 30-year career in software and technology, has held senior leadership, and sales management positions with companies like PeopleSoft, Hyperion Solutions (acquired by Oracle in 2007), and Management Science America (MSA).

Steve holds a bachelor's degree in marketing from Pennsylvania State University in State College, Pennsylvania. Active in his community, he is a board member of TECHIMPACT, a non-profit organization that accelerates the impact of other non-profits through the adoption of innovative technologies. Previously, he served on the board of ASUG, the world's largest independent, non-profit users' group that represents the customers of SAP.

