



Erica Koenig

Chief Human Resources Officer, SPS Commerce

As Chief Human Resources Officer at SPS Commerce, Erica Koenig leads the company's global talent and workforce strategy. She is responsible for attracting, developing, and retaining top talent while fostering a world-class employee experience rooted in learning, belonging, and collaboration. Erica partners closely with the business to drive workforce planning, leadership development, and employee engagement, while also championing diversity, equity, inclusion, and belonging across the organization.

Erica plays a pivotal role in driving SPS Commerce's global growth strategy, including the integration of mergers and acquisitions. She leads the design and implementation of people-centered processes that ensure global alignment while respecting local compliance and cultural nuance. Her leadership is central to cultivating an inclusive, high-performing culture that fuels business success, supports employee well-being, and accelerates the company's strategic vision.

Before joining SPS in 2022, Erica served as Chief Talent Officer at UnitedHealthcare as well UnitedHealth Group, Inc. Over her 15-year tenure at UHG, she held various senior leadership roles across Optum, UnitedHealthcare, and the broader enterprise. She brings over 25 years of global HR experience, with deep expertise in total rewards, talent and leadership development, HR analytics and HR technology, organization design and change management, global mobility, and DEI.

Earlier in her career, Erica held HR leadership roles at American Express, Ameriprise Financial, and Ceridian, and held key positions in Total Rewards and HR Technology at Ernst & Young, LLP, and PepsiAmericas. Beyond her corporate work, Erica is deeply committed to community engagement and leadership development. She serves on the boards of PRISM and the Girl Scouts of River Valley, and contributes her expertise as a strategic advisory board member for the University of St. Thomas' Opus School of Business. A passionate mentor and advocate for women in leadership, Erica is dedicated to empowering the next generation of leaders.

She holds a Bachelor of Arts in psychology, social work, and religion from Miami University of Ohio, and an MBA from the University of St. Thomas.

Erica lives in Excelsior, Minnesota, with her husband, Troy, their daughter Quinn, and son Declan.