### SUSAN ONG

### +65 9100 9100 | susan.ong@gmail.com| Singaporean

### EXECUTIVE SUMMARY

* Senior IT Account Director with over 12 years of experience at bluechip firms such as IBM, Microsoft and Oracle
* Strong network of customers with annual spend in excess of 30 million USD. Clients include public bodies (LTA, SLA, GovTech) as well as private organisations (Singapore Zoo, MediaCorp)
* Excellent track record for cultivating close relationships with clients, acting as both account manager and impartial solutions provider, resulting in deep trust and long term business clients

Achievements Include

* Grew sales from portfolio of clients by 35% through consultative identification of client’s latent needs
* Kickstarted partnerships with other solutions providers resulting in 3 million USD in additional sales in 2018

### key skills

#### Strategic Planning and Business Development • Program Management • CHANNEL PARTNERSHIPS • CONTRACT NEGOTIATIONS • ICT SOLUTIONS • REGIONAL ACCOUNT MANAGEMENT • IT ACCOUNT SERVICING

### experience

#### SENIOR ACCOUNT DIRECTOR • IBM BUSINESS SOLUTIONS • 2018 – PRESENT

* Lead team of 12 to oversee full spectrum of account operations and servicing for 25 accounts with annual spend in excess of 30 million USD
* Manage network of channel sales partners; set and communicate sales targets whilst supporting local operations through sharing of best practices to drive sales
* Analyse markets and recognised opportunities to expand business by adjusting product mix and targeting key verticals
* Conceptualise and plan strategies marketing strategies to increase client acquisition and retain existing clients

Significant Achievements

* Successfully grew sales by 35% YOY through upselling of services to existing account portfolio. Built relationships with clients and understood unmet latent needs. Identified pain points and suggested IBM solutions to meet client’s organizational objectives
* Awarded “Best Account Director – APAC” for 3 consecutive quarters Q1-Q3 2018
* Spearheaded partnerships with other IT firms with complimentary product portfolios to cross sell complete solutions resulting in over 3 million USD in additional sales in 2018

### MISC Information

**Languages:** English, Mandarin

**Technical Skills:** Ruby, Python, C++

**Availability:** 1 month’s notice

### EDUCATION

#### MASTER’S DEGREE • 2008 • INSEAD SINGAPORE

* Awarded High Distinction
* Specialisation in Organisational Psychology and Management

#### BACHELOR’S DEGREE • 2000 • UNIVERSITY OF TASMANIA, AUSTRALIA

* GPA: 3.98 / 4.00