**SUSAN ONG**

SENIOR ACCOUNT DIRECTOR

+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

PROFESSIONAL EXPERIENCE

***SENIOR ACCOUNT DIRECTOR***

IBM BUSINESS SOLUTIONS, SINGAPORE 2012 – Present

*IBM (NYSE: IBM) is an American MNC specialising in technology solutions. The firm has over 350’000 employees across 177 countries with annual revenues of 80 billion USD*

* 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

EDUCATION

**Master’s Degree (MBA)** • Business Administration • INSEAD Singapore, 2008

* Awarded High Distinction
* Specialisation in Organisational Psychology and Management

**Bachelor’s Degree** • Computer Science • University of Tasmania, Australia • 2000

* GPA: 3.98 / 4.00

MISCELLANEOUS INFORMATION

**Languages:** English, Mandarin

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

**Availability:** 1 month’s notice