|  |  |  |
| --- | --- | --- |
| SUSAN  ONG | | [Address]  +65 9100 9100  susan.ong@gmail.com  [LinkedIn Profile]  [Twitter/Blog/Portfolio] |
|  | Objective | |

* 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

|  |  |  |
| --- | --- | --- |
|  | Skills | |
| * Strategic Planning And Business Development * Program Management | | * Channel Partnerships * Contract Negotiations * Regional Accounts |
|  | Experience | |

## Senior Account Director | IBM Business Solutions

### 2012 – 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

|  |  |
| --- | --- |
|  | Education |

## Master’s Degree | INSEAD

### 2008

* Awarded High Distinction
* Specialisation in Organisational Psychology and Management

## Bachelor’s Degree | University of Tasmania

### 2000

* GPA: 3.98 / 4.00

|  |  |
| --- | --- |
|  | MISCELLANEOUS INFORMATION |

**Languages:** English, Mandarin

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

**Availability:** 1 month’s notice