Susan Ong

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# 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

# Work 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 | 2008 | INSEAD SINGAPORE

* Major: Organisational Psychology and Management

## bachelor’s degree | 2000 | university of tasmania australia

* Major: Computer Science

# Misc Information

**Languages:** English, Mandarin

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

**Availability:** 1 month’s notice