

# SUSAN CHIN

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Senior leadership professional with extensive experience in defining project and program governance, strategic initiatives, process improvement and management of Global implementations. Excellent communication, interpersonal and management skills with a history of establishing outstanding working partnerships with C level executives and colleagues.

## AREAS OF EXPERTISE

- Program & Project Management
- Acquisition Integrations
- Strategic Planning
- Team Leadership
- Vendor Management
- Change Management
- Trade Promotion Management
- Budget Management
- Process Improvement

## PROFESSIONAL EXPERIENCE

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### **HENKEL CORPORATION, STAMFORD, CT**

Global leader of innovations, brands, and technologies in three business areas: Adhesive Technologies, Beauty Care, and Laundry & Home Care with annual sales of \$20 billion.

#### **IT DIRECTOR – PMO**

August 2016 – Present

- Established the PMO strategy and mission for North America and Latin America and continually refining and enhancing the team's offerings based on the IT department needs
- Managing a team of 5 who PM Global and Regional projects that are high visibility, high risk, high complexity, or larger sized
- Leading the SAP WMS implementation for a Beauty Care acquisition using the Agile framework (1<sup>st</sup> Agile Approach for ERP implementations)
- Implementing new processes to improve the communication among the project teams and to provide visibility to the various IT teams on resourcing needs and impact on other projects
- Coaching and supporting PMs in the IT teams through hands-on coaching, informational sessions, and trainings
- Introducing the Agile Framework to the IT and Business Teams through training and informational sessions and support of pilot projects
- Co-managed the Global implementation of the Trade Promotions Mgmt system in North America

### **SUN PRODUCTS CORPORATION, WILTON, CT**

North American provider of [laundry detergent](#), [fabric softeners](#), and other household care products. With annual sales of \$1.6 billion, the company's products are sold under brands that include All, [Wisk](#), [Snuggle](#), Sun, [Surf](#), and Sunlight as well as Sun Products is the manufacturing partner for many retailer brand laundry and dish products in North America.

#### **IT DIRECTOR – BUSINESS APPLICATIONS**

September 2012 – August 2016

- Led the IT workstream for the \$6.8 Million Accenture CAS Trade Promotions implementation which was estimated to save the company \$25 Million in 5 years
- Managed the support and strategic direction of the Accenture CAS Trade Promotion System
- Managed and provided leadership for the SaaS and 3<sup>rd</sup> party applications for the HR, Supply Chain, Demand Planning, Marketing & Sales, and Finance teams
- Partnered with the Business teams to ensure their strategic initiatives were aligned with the IT strategy and were met through system implementations and enhancements
- Directed and coached highly effective technology and functional team members

### **HBO (DIVISION OF TIME WARNER), New York, NY**

America's most successful premium television company, Home Box Office delivers two 24-hour pay television services—HBO® and Cinemax®—to approximately 41 million U.S. subscribers.

#### **IT DIRECTOR OF PROGRAM GOVERNANCE**

March 2011 – September 2012

- Established the strategy and roadmap for the IT project delivery methodology and managed the evolution and rollout of the changes with a departmental budget of \$1.4Million.
- Managed a team of staff and consultants to provide support and guidance to project teams across IT in utilizing a project delivery methodology and framework, toolkits and templates (including risk, issue and scope change management, project health checks, status reporting).
- Managed strategic initiatives to streamline, standardize and simplify project portfolio management, management reporting, project inception and approvals, and time tracking.
- Partnered with project teams to establish release management and agile/iterative delivery processes that was used as best practices across the entire IT group.

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## **PEPSICO, Purchase, NY**

World leader in convenient snacks, foods, and beverages with revenues of more than \$43 billion worldwide.

### **SENIOR PROGRAM MANAGER (CONSULTANT)**

March 2010 – March 2011

- Led the efforts to integrate Pepsi Bottling Group and Pepsi Americas into PepsiCo's Corporate systems and maintained the overall \$7.9Million budget and forecast.
- Managed the project portfolio, resources, and schedule for the non-financial and financial integration workstreams which included the Global Communications, Foundation, Legal, Facilities, Security, Treasury, Audit, SOX, and Finance functions and systems.
- Partnered with key Business Stakeholders to agree on strategy and scope, establish expectations and provided updates.
- Provided leadership, guidance, and mentoring to 5 direct reports plus project team members.

## **MALIBU-KAHLÚA INTERNATIONAL (DIVISION OF PERNOD RICARD), WHITE PLAINS, NY**

Pernod Ricard is a France-based producer and distributor of spirits and wines with \$10.6B in revenue and core brands of Absolut Vodka, Chivas Regal, Jameson Irish Whiskey, Martell, Malibu, Kahlua, Perrier-Jouet champagne and other well-known brands.

### **IT DIRECTOR**

January 2006 – October 2009

- Managed a \$2.1Million OPEX and CAPEX budget including hardware, software, and project related work. Responsible for developing and executing the IT strategy and annual IT budget, establishing technology governance, recommending and employing the latest technology in support of business requirements and alignment with the Regional and Global strategy.
- Partnered with the CIO and 8 IT VPs and Directors in the Americas' Region to prioritize and ensure Infrastructure and Solutions projects were implemented with Best Practices and Procedures and to establish Regional standards and Ways of Working.
- Managed several Regional system and process change implementations that provided benefits and a strategic framework to Business Units in South America, Canada, Mexico and the United States including BMC's Service Management system, Oracle Business Intelligence Dashboard and Reporting, and Facetime's web-filtering system.
- Managed the MKI Helpdesk / Desktop Team and Business Analysts/Project Managers supporting 60+ users through coaching and development of the team, established project management guidelines and support procedures with SLAs.

## **ALLIED DOMECQ, WESTPORT, CT (ACQUIRED BY PERNOD RICARD IN JULY 2005)**

### **SOLUTIONS MANAGER / BUSINESS RELATIONSHIP MANAGER**

Managed and participated in major global process improvement projects with a total budget over £1Million. Liaised with Senior Mgmt of the Business Units to develop and deliver the business aligned IT strategy and to ensure that the business solutions adhered to the IT Blue Print and business process best practices and to develop the annual project proposals.

### **IT MANAGER – SALES & MARKETING**

Managed Sales & Marketing projects from conception, design, project scheduling and budgeting, programming, testing, implementation to post production support.

## **E-MEDIA, LLC., Stamford, CT – DIRECTOR – CLIENT SERVICES**

Managed multiple client accounts, totaling over \$3.5 million in web site development, streaming and hosting services. Supervised project teams (5 – 10 members/team) of internal and external web development staff.

## **PEPSI-COLA, Somers, NY – PROJECT MANAGER**

Provided project management, guidance and support to the Headquarter Financial Accounting department, field locations and PepsiCo Internal Audit on process, control and business improvement related areas.

## **PEPSICO, Purchase, NY – IT AUDIT SUPERVISOR**

Managed project teams for multiple data center and general controls audits and performed various IT and financial audits domestically and internationally.

## **Accenture, Hartford, CT - SENIOR CONSULTANT**

Five years of progressive responsibilities in the management, analysis, design, coding of system implementations

## **EDUCATION & AFFILIATIONS/ CERTIFICATIONS**

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### **STATE UNIVERSITY OF NEW YORK AT ALBANY, Albany, New York**

**Bachelor of Science in Business Administration**, Concentration in Finance and Marketing, Minor in Computer Science

### **SOCIETY FOR INFORMATION MANAGEMENT (SIM)**

2006 to Present

### **CHANGE MANAGEMENT CERTIFICATION (PROSCI)**

2018

### **SCRUM MASTER CERTIFICATION**

2018

### **ADVANCED SCRUM MASTER CERTIFICATION**

2020