

SUSAN C.

Margins too small

Remove street address

Reconsider the use of SMALLCAPS

Missing LinkedIn Link

Street Address
Riverside, CT 06878

Phone: 203-470-4057
shin631@gmail.com

Senior leadership professional with... improvement and management of Global... Excellent communication... management skills with a history of establishing outstanding working partnerships with C level executives and colleagues.

Add desired role or title to steer reader

Overly Generic Summary, personalize with your pitch

Spell out &

AREAS OF EXPERTISE

- Program & Project Management
- Acquisition Integrations
- Strategic Planning
- Team I
- V
- Cha
- Trade Prom
- Budget Manag
- Process Improvement

Inconsistent heading treatment

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PROFESSIONAL EXPERIENCE

HENKEL CORPORATION, STAMFORD, CT

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

IT DIRECTOR – PMO

August 2016 – Present

- Established the PMO strategy and mission... continually refining and enhancing the team's offerings based on the IT department's needs.
- Managing a team of 5 who PM Global and... high risk, high complexity, or larger sized projects.
- Leading the SAP WMS implementation for a Beauty... the Agile framework (1st Agile Approach for ERP implementations)
- Implementing new processes to improve the communication among the... teams and to provide visibility to the various IT teams on resourcing needs and impact on other projects
- Coaching PMs in the IT team... hands-on... sessions, and trainings
- Working to the... teams to... and informational sessions and support of pilot programs
- Implementation... Mgmt system in North America

Duration at position not easily discernable

Need to showcase results and accomplishments, not job duties

Never Abbrev.

Too cramped, whitespace is needed for clarity

Remove unsightly links

Company description should be one line

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 2016 – August 2016

- Led the IT workstream for the \$6.8 Million Accenture CAS Trade Promotions implementation which... 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 3rd 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
- Directed and coached... functional team members

Comma bombing

Title and description positioning are confusing

HBO (DIVISION OF TIME WARNER BROS. ENTERTAINMENT)

America's most successful premium... 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... 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.

Bullet points don't need periods, should be short

SUSAN CHIN

Pagination should not be manual, add name to custom second page header

Use single letter for Million (M) or Billion (B)

PEPSICO, Purchase, NY – SENIOR CONSULTANT March 2010 – March 2011

- Led the efforts to integrate Pepsi Bottling Group's IT systems into PepsiCo's Corporate systems and maintained the overall \$7.9Million budget and forecast.
- Managed the project portfolio, resources, and financial and financial integration workstreams which included the Global Communications, Foundation, Legal, 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.

Spell out numbers less than 10

Need consistent tab indentation

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 brands including 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 for IT project related work. Responsible for developing and executing the IT strategy and performance, recommending and employing the latest technology in support of Regional and Global strategy.
- Partnered with the CIO and 8 IT VP's to ensure that all IT Infrastructure and Solutions projects were implemented with Best Practices and Ways of Working.
- Managed several Regional system implementations and strategic framework to Business Units in South America. Implemented an enterprise management system, Oracle Business Intelligence Dashboards.
- Managed the MKI Helpdesk and provided coaching and development of the team, ensuring high performance through coaching and

Consider consolidating or removing jobs older than 10-20 years

ALLIED DOMECQ, WESTPORT, CT – SOLUTIONS MANAGER / BUSINESS DEVELOPER

Managed and participated in major projects for Allied DOMEQ. Collaborated with Senior Mgmt of the Business Units to develop and implement IT solutions. Business solutions adhered to the IT Blue Print and business process requirements.

IT MANAGER – SALES & MARKETING

Managed Sales & Marketing project teams and ensured successful implementation to post production support. Conducted testing, training, and

E-MEDIA, LLC., Stamford, CT – DIRECTOR

Managed multiple client accounts, totaling over \$1M in revenue. Provided hosting services. Supervised project teams (5 – 10 members/team).

PEPSI-COLA, Somers, NY – PROJECT MANAGER

Provided project management, guidance and support for the implementation of the quarter financial Accounting department, field locations and PepsiCo Internal Audit on process, control and business improvement in 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.

Education should always be last

Create separate groups for education and affiliations

SENIOR CONSULTANT

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

EDUCATION & AFFILIATIONS/ CERTIFICATIONS

STATE UNIVERSITY OF NEW YORK AT ALBANY
Bachelor of Science in Business Administration, College of Business Administration Marketing, Minor in Computer Science

Consider adding volunteer work

SOCIETY FOR INFORMATION MANAGEMENT (SIM) 2006 to Present
CHANGE MANAGEMENT CERTIFICATION (PROSCI) 2018
SCRUM MASTER CERTIFICATION 2018
ADVANCED SCRUM MASTER CERTIFICATION 2020