

# Susan Chin

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## Senior Program Management Leader

Senior global IT leader focused on strategic planning and translating enterprise plans into executable programs. Trusted by C-Suite executives to oversee global, highly visible initiatives and to turn around at-risk initiatives into highly successful implementations. Integral advisor and leader for acquisition integrations and corporate transformation initiatives involving processes, systems, and organizational changes. True partner who develops and motivates talented team members and colleagues by providing opportunities for growth and support for stretching their skills.

### AREAS OF EXPERTISE

- Program & Project Management
- Acquisition Integrations
- Cross Functional Collaboration
- Systems Implementations
- Strategic Planning
- Trade Promotion Management
- Agile / Scrum
- Vendor Management
- Change Management
- Transformation Management
- Process Improvement
- Team Mentor & Coach

### PROFESSIONAL EXPERIENCE

#### Henkel Corporation, Stamford, CT

9/2012 – Present

#### ***IT Director – PMO*** (9/2016 – Present)

*Global leader of brands in the Adhesive, Beauty Care, and Laundry & Home Care with annual sales of \$20 billion.*

Established the PMO strategy and mission to support the 140 employees in the Americas to improve their delivery of Global and regional projects. Provided structure and governance over the 40+ projects running at any given time. Evaluated and implementing a resource management tool and best practices to forecast for internal and external resource needs. Introduced the Agile Framework to the IT and Business teams to promote collaboration, continuous improvement and transform the IT mindset to be more business value focused.

- Recruited to turn around an at risk Global ERP SAP integration for an 80+ product Beauty Professional Care acquisition using an Agile approach for the first time in history of the Global SAP ERP implementations
- Managing the master data work stream for a Global SAP integration involving cross functional teams and business process owners
- Revived the North America skype migration that was stalled for two years for 40+ sites by driving requirements into solutions and migrating 4,700+ users in eight months
- Enlisted to lead the highly confidential and critical transition of an acquisition's HR systems to the Henkel within the six month Transitional Services Agreement (TSA)
- Co-managed the Global implementation of the SAP Trade Promotions Management system in North America that supports \$1 Billion of trade promotions with 300 users

#### Sun Products Corporation, Wilton, CT (acquired by Henkel Corporation)

#### ***IT Director – Business Applications*** (9/2012 – 8/2016)

*Provider of laundry detergent, fabric softeners, and other household care products with annual sales of \$1.6 billion.*

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. Led transformation projects requiring system, people and process change management.

- Led the IT workstream for the \$6.8 Million Accenture CAS Trade Promotions implementation which was estimated to save the company \$25 Million in five years
- Oversaw the \$1.2Million Demand Planning and Supply Chain S&OP system implementation that was targeted to help improve the forecast accuracy to 75%-85% depending on the product category tier

**HBO (Division of Time Warner), New York, NY**

3/2011 – 9/2012

**IT Director of Program Governance**

*America's most successful premium television company delivers to approximately 41 million U.S. subscribers.*

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 \$1.4M. Developed and managed strategic initiatives to streamline, standardize and simplify project portfolio management, management reporting, project inception and approvals, and time tracking.

- Provided structure and governance for \$5.5Million in projects across the Application Development and Infrastructure teams
- Partnered with project teams to establish release management and agile/iterative delivery processes that was used as best practices across the entire IT group

**PepsiCo, Purchase, NY**

3/2010 – 3/2011

**Senior Program Manager (Consultant)**

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

- 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.

**OTHER EXPERIENCE**

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- **Malibu-Kahlúa International (Division of Pernod Ricard), White Plains, NY** - IT Director
- **Allied Domecq, Westport, CT** - Solutions Manager / Business Relationship Manager
- **Pepsi-Cola, Somers, NY** – Project Manager
- **PepsiCo, Purchase, NY** – IT Audit Supervisor
- **Accenture, Hartford, CT** - Senior Consultant

**AFFILIATIONS / CERTIFICATIONS**

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| • <b>Society for Information management (SIM) - Member</b> | 2006 to Present |
| • <b>Advanced Scrum Master Certification (A-CSM)</b>       | 2020            |
| • <b>Scrum Master Certification (CSM)</b>                  | 2018            |
| • <b>Change Management Certification – Prosci (CMC)</b>    | 2018            |

**EDUCATION**

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

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