

SUSANNE TEDRICK

[LinkedIn](#) · [SpeakerHub](#) · [My Badges](#)

KNOWLEDGE & QUALIFICATIONS

- Business Analysis
- Project Management
- Client Service
- Technical Sales
- User Interface/Experience Design
- Technical Writing
- Software Development Methodologies
- Cloud Computing
- DevOps
- Linux

WORK EXPERIENCE

IBM, New York, New York

July 2018 - Present

Cloud Platform Technical Specialist (April 2019 – Present)

- Partner with sales teams to help uncover, validate and recommend appropriate Cloud Platform solutions to enterprise development and IT operations teams.
- Assist clients and sales teams by providing technical education, delivering demonstrations, proof of technologies, proofs of concept, and designing solutions.
- Identify and convert current IBM Cloud trial and Lite plan subscribers to Pay-As-You-Go subscribers.
- Attained 110% and 125% of management by objective sales plan for 1H 2019 and 2H 2019, respectively.
- Mentor new early professional sales hires and summer interns.
- Received Manager's Choice Award for 1H 2019 and Outstanding Technical Achievement Award in 1H 2020.

Program Technical Sales Trainee (July 2019 – March 2019)

- Intensive 9-month training program to develop skills in consultative selling, as well as defining and designing the technical aspects and feasibility of IBM solutions for clients.
- Completed program in top 10% of graduating class.
- Won final team case study competition and team innovation case study competition.

MxD, Chicago, IL

September 2017 – June 2018

Program Design Associate Intern

- Collaborated with membership engagement, technical, and strategy teams in developing, executing and promoting four high impact workshops on Industry 4.0 topics. Focus areas included augmented reality, supply chain management, product design and digital disruption for small/mid-sized manufacturers.
- Maintained and grew existing relationships with small/mid-sized manufacturers and technology startup partners. Developed five new technology startup partnerships. Supported complex business development efforts for prospective partners with annual revenues over \$500M. Conducted discovery calls with prospective members and led membership information sessions for the general public.
- Participated as a mentor for Illinois Technology Association's City-Wide Tech Shadow Day for young girls interested in STEM fields; and as a panelist for the Chicago Network Future Leaders Program for college women.

McKinsey & Company, Chicago, IL

August 2017 – March 2018

Digital Operator on Assignment

- Operated small scale manufacturing line in a model digital factory environment, demonstrating changes in management infrastructure, mindsets & behaviors, and technical systems.
- Highlighted improvements between current-state and future-state production operations scenarios.
- Delivered advanced training to senior clients in digital manufacturing, lean manufacturing methodologies, root-cause problem-solving analysis and process improvement.

IBM, Chicago, IL

May 2017 – August 2017

Technical Solutions Specialist Intern

- Collaborated with Watson Customer Engagement's Distribution market with identifying software deployment license agreements at risk for revenue reversal; created quantitative reports gathering various data with IBM Cognos to assess and model future business decisions.
- Observed client discovery meetings and technical demonstrations for Watson Analytics, Commerce and Marketing product offerings.

EDUCATION

Virginia Polytechnic Institute, Blacksburg, Virginia
Master, Information Technology

Anticipated Graduation: Fall 2022

Northwestern University, Evanston, Illinois
BPhilCom, Communications Systems; *Minor*: Business

June 2018

PROFESSIONAL CERTIFICATIONS

IBM Certified Application Developer – Cloud Solutions V3	December 2019
IBM Certified Solution Advisor - IBM Cloud Foundations V1	June 2019
CompTIA Cloud Essentials	September 2018
CompTIA IT Fundamentals	July 2017

PUBLICATIONS

- Tedrick, S. “Women of Color in Tech: A Blueprint for Inspiring and Mentoring the Next Generation of Technology Innovators”, John Wiley & Sons, Inc. Publishing, March 2020. ISBN: 1119633486
- Tedrick, S. “7 things women of color should know about joining the tech industry”, Diversity in Research Career, March 2020

SPEAKING & MEDIA APPEARANCES

- Interview, “Women of Color on Tech”, *Women@Work*, Wharton Business Radio on Sirius XM. Philadelphia, PA; June 25, 2020
- Interview, “Breaking Down Barriers for Women of Color in Tech”, *ChedHer*, Cheddar TV. New York, New York; May 1, 2020
- Speaker, “Transitioning into Tech”, ACT-W+ Platform. Virtual, May 1, 2020.
- Panelist, "Leadership In AI" - IEEE Women In Engineering AI Leadership Summit. Naperville, Illinois; September 20, 2019.
- Speaker, “Creating High Impact Mentoring Programs”, ACT-W Achieving Equity Conference. Portland, Oregon; June 27, 2019.
- Speaker, “Foundations of Cloud Computing”, Systems/AnitaB.org TechTalks. Virtual, June 24, 2019.

VOLUNTEER EXPERIENCE

IBM, New York, New York March 2019 – February 2020

Community Outreach Chair – Black Network of New York

- Developed and organized community service activities for IBM's tri-state area business resource group serving IBM's black professionals.
- Organized backpack drive in conjunction with Volunteers of America which yielded over \$1K in school supplies for NYC area students currently living in homeless shelters in August 2019.
- Developed and led a career readiness workshop for 20+ graduating P-TECH students, focusing on resume development, LinkedIn best practices and evaluating career options in October 2019.

Pathways in Technology Early College (P-TECH) High School, Brooklyn, New York October 2018 - Present
Career Mentor

Give ongoing support and guidance to 11th grade students at P-TECH Brooklyn, and P-TECH summer interns, preparing for STEM careers after graduation.

Black Girls Code, New York, New York July 2018 - Present
Workshop Technical Assistant

Provide technical support to instructors and students during hands-on STEM workshops. Workshop topics include engineering design, virtual reality, robotics and artificial intelligence.

PROJECTS

Institute of Electrical and Electronics Engineers March 2019 – October 2019

Webmaster/Planning Committee - IEEE WIE Artificial Intelligence Leadership Summit (Present): Designed and maintained, and created wireframes for Women in Engineering website, optimizing page flows and browser compatibility. Applied Google Analytics to improve search engine optimization.

HONORS AND AWARDS

Women of Color STEM Conference Technology Rising Star	June 2020
Nonfiction Book Award – Silver Prize, Careers	April 2020
IBM Outstanding Technical Achievement Award	February 2020
IBM Manager's Choice Award	June 2019
CompTIA Advancing Women In Technology Mentorship Guide Spotlight Award Nominee	June 2019
Women in IT Awards Rising Star of the Year Shortlist	January 2019
CompTIA AITP Rising Star Award	December 2018