

# Sookyung Suh, Ph.D.

## EDUCATION

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<b>FLORIDA STATE UNIVERSITY</b>	<b>Tallahassee, FL</b>
<b>Doctor of Philosophy, Instructional Systems</b>	<i>Dec 2005</i>
<ul style="list-style-type: none"><li>• <b>Dissertation:</b> The effect of using guided questions and collaborative groups for complex problem solving on performance and attitude in a web-enhanced learning environment</li><li>• <b>Awards:</b> University Fellowship, 2001-2003, Winner of PacifiCorp Instructional Design and Development Competition, 2005 (Blended learning solution for a U.S. corporate)</li></ul>	
<b>FLORIDA STATE UNIVERSITY</b>	<b>Tallahassee, FL</b>
<b>Masters of Science, Instructional Systems and Human Performance Technology</b>	<i>Dec 2002</i>
<b>HANKUK UNIVERSITY OF FOREIGN STUDIES</b>	<b>Seoul, Korea</b>
<b>Bachelor of Arts, Italian and English</b>	<i>Aug 2001</i>
<b>PROJECT MANAGEMENT INSTITUTE</b>	
<b>Project Management Professional (PMP) certification (license 1361662)</b>	<i>Sep 2010</i>
<b>Certificate in Human Performance Technology</b>	<i>May 2005</i>
<i>Florida State University</i>	
<b>Certificate in Online Instructional Development</b>	<i>May 2005</i>
<i>Florida State University</i>	
<b>Certificate in Program Evaluation</b>	<i>Dec 2004</i>
<i>Florida State University</i>	
<b>Certificate in Program For Instructional Excellence Teaching</b>	<i>Aug 2004</i>
<i>Instructional Development Service, Florida State University</i>	
<b>Certificate in Human Resources Development</b>	<i>Aug 2003</i>
<i>Florida State University</i>	

## PROFESSIONAL SUMMARY

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Accomplished Organizational Change Management (OCM) practitioner with 13 years of achievements in multiple industries, including healthcare, IT, manufacturing, academia and federal government. Talented in analyzing root causes using qualitative data through interviews and surveys to develop actionable plans for clients. Proven track record of strong client relationships using collaborative and servant leadership styles; trusted partner and advisor in change management/human resource development related initiatives. Professional experiences and expertise include:

- People & Change Strategies
- ERP implementations
- Global/multi-territory change implementations
- Performance assessments
- Quantitative and Qualitative research and analysis
- Training and communications strategies
- Instructional design and development
- Leadership development
- Project management (PMP)
- Survey design, development and execution

## ACADEMIC EMPLOYMENT

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<b>Instructor</b>	<i>Aug 2004-Dec 2005</i>
<i>College of Education, Florida State University, Tallahassee, FL</i>	
<ul style="list-style-type: none"><li>• Taught “Introduction to Educational Technology” course (EME 2040).</li><li>• Responsible for delivering instruction, managing the course and grading.</li><li>• Managed course websites and facilitate online discussion forums.</li></ul>	
<b>Research Assistant</b>	<i>Dec 2001- May 2005</i>
<i>Learning Systems Institute,</i>	

*Florida State University, Tallahassee, FL*

- Designed conceptual mock-ups of knowledge communities and research groups for the U.S. Army.
- Designed, developed, and validated an Electronic Performance Support System (EPSS) for the performance consultants in the U.S. Navy.
- Designed conceptual mock-ups for the electronic version of the Personnel Qualification Standard (PQS) for the U.S. Navy.
- Conducted training and demonstration sessions for U.S. Navy human performance consultants.
- Conducted a qualitative study to validate the EPSS; collected data from questionnaires, interviews and observations.
- Developed questionnaire and interview protocols.
- Designed communication feature for the EPSS.
- Developed process guides and process maps for the EPSS.

**Instructional Designer**

Summer 2004

*Florida State University, Tallahassee, FL*

- Re-designed curriculum into blended instruction and created learning activities for the “Introduction to Educational Technology” course (EME 2040) offered in College of Education at FSU.

Spring 2004

*Florida State University, Tallahassee, FL*

- Re-designed curriculum and created additional learning activities for the “Basic Research Design” course (EXP 3000) offered in the psychology department at FSU.

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**PROFESSIONAL EXPERIENCE**

**SOUTHERN ILLINOIS UNIVERSITY SCHOOL OF MEDICINE**

**Springfield, IL**

***Organizational Change Management Consultant***

*Jan 2018 –Aug 2018*

- Guided and led a process of creating a center of excellence, wellness, and development for the school of medicine: from conceptualizing the vision and mission to laying down details of services and structure needed. Worked with Deans and Provosts, Chairs of committees, and other leaders of the school to align their vision and streamline similar efforts. Developed a project plan to track communications, leadership alignment, stakeholder engagement, and awareness campaign for Center for Human and Organizational Potential. Built lasting working relationships and made connections for partnership and collaborations among departments and functions with excellence, development, and wellness goals in mind for synergy.

**THE CONSULTANT NEXTDOOR**

**SHREVEPORT, LA**

***Founder, Organizational Change Management Lead***

*July 2016 –Dec 2017*

- Worked with local business and small nonprofit organizations to help them go further with their limited resources and achieve their stretch goals faster through performance analysis, organizational change strategy, and various leadership workshops. My clients were from a well-respected nonprofit organization in the region to preschools and faith-based organizations. Brought top management consulting skill sets to small business so they can achieve greater things. A couple of consulting sessions created a clear mission and a vision statement, effective communications among employees, and sustainable training and communications plans that expedited their execution of a new program over 200%.

**PWC (Formerly PriceWaterhouseCoopers)**

**Dallas, TX**

***Organizational Change Management Lead - Manager***

*Feb 2011 –Apr 2016*

- **Baptist Health South Florida:** Led OCM initiatives driven by PeopleSoft 9.1 implementation. Conducted stakeholder assessment, communication and training needs assessment, and change impact assessment. Developed overall change and training strategy for over 15,000 end users. Built lasting client relationships, recognized as expert in change management and training. Assisted in sale of additional \$2.5 million training design and development contract.
- **BJC Healthcare:** Managed offshore training development team to support PeopleSoft 9.1 implementation, which was a new training development and delivery model for PwC Healthcare services. Created a communications structure (i.e., checkpoint calls, day summary emails, virtual happy hour) and increased

productivity by 25%. Shared insights gained from leading the virtual team with other project leaders and later became a standard model. Gained strong trust with the client learning development team. Successfully provided end user training to over 25,000 employees on schedule.

- **PwC National Real Estate** – Led planning and changes management activities to support “the way we work at PwC” initiatives: implementing new technologies and educating on behavior changes. Partnered with local office leadership to create communication plans and training materials leveraging an internal social media platform. Successfully launched nine change programs that impacted 3000+ PwC staff.
- **PwC US Transformation Office** - Planned and executed strategic transformation activities that impacted all U.S. lines of service. Created three current assessment reports that enhanced sponsorship of the proposed solution. Initiated and coordinated a change management network workshop to increase collaboration among PwC internal services. Implemented ideas generated from workshop including building a cross-project knowledge sharing site, using competency matrix of all change management practitioners to identify individual expertise. Greatly increased efficiency and effectiveness of developing deliverables and built a strong sense of community among virtual team members.

**DELL INC. (Perot Systems was Acquired by Dell Inc. in Nov. 2009)**

**Plano, TX**

***Organizational Change Management Consultant***

*May 2008 –Feb 2011*

- **St. Joseph Health:** Optimized documentation process in \$15 million healthcare Standard Operating Procedure (SOP) project and updated client’s knowledge repository structure to improve knowledge sharing. As a result of successful delivery, was awarded the Global Business Consulting MVP award by leadership.
- **Dell Inc.:** Led Organizational Change Management Community of Practice Working Group. Designed and developed standard OCM and training methodologies throughout Dell Services.
- **Treehouse Foods Inc.:** Directed five people responsible for the coordination, management and delivery of overall organizational change management activities for SAP implementation. Developed training strategy and plan. Developed and delivered train-the-trainer sessions. Successfully trained 800+ end users before go-live.
- **Tyco Electrical & Metal Products:** Led change management effort in SAP implementation project. Conducted training needs assessment, stakeholder analysis, and organizational impact assessment. Developed change management strategy and training plan. Managed scope, risks, issues, schedule, and cost of 2.5 million dollar high profile project delivered on time under budget.
- **JJWild:** Conducted post-acquisition change management needs assessment. Developed change strategies based on inputs gained through interviews/workshops with senior leadership. Created organizational change readiness assessment survey to support and manage ongoing changes. Presented a tangible plan and tools for the client to manage both identified and unforeseen changes during the critical time.

**BEARINGPOINT INC.**

**Atlanta, GA**

***Human Performance Consultant***

*Jan 2006 – April 2008*

- **Centers for Disease Control:** Evaluated Public Health Prevention Service and Preventive Medicine Residency program to determine the effectiveness of curriculum. Reorganized process models, developed evaluation plans, and defined core competencies for more effective and efficient programs. Developed and implemented leadership competencies to build top programs in health care. Increased application rates by 150% for both programs.
- **Hospira:** Developed end user training and organized training sessions for post-merger integration of new SAP users. Developed new user network across Asia-Pacific teams that allowed collaboration with key users and business process owners. Increased awareness of transition by more than 50% throughout the user network.
- **Johnson & Johnson:** Led communications team of ten people to assist the adoption of SAP Finance Solution system. Successfully increased awareness of transition and major functions of SAP by more than 30%, and trained all power users and major users before implementation deadline.

**FLORIDA STATE UNIVERSITY**

***Instructor, College of Education***

**Tallahassee, FL**

*Aug 2004 – Dec 2005*

- Taught “Introduction to Educational Technology” to 50+ students per semester. Developed problem-based learning scenarios, delivered instruction, managed course contents and online discussion forums, and was responsible for all grading and evaluation.

**Research Assistant, Learning Systems Institute**

Dec 2001 – Dec 2005

- Designed, developed, and validated Electronic Performance Support System (EPSS) for U.S. Navy performance consultants. Conducted training for the Navy’s human performance consultants. The project shifted approach of solving performance issues from using training to various performance interventions that are more effective such as communications, incentive programs, and providing job aid. Presented research at national and international meetings.

**PUBLICATION**

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- Knowles, M. & Suh, S. (April, 2005) Performance Systems Analysis: Learning by Doing. *Performance Improvement* 44(4), 35-42.

**ARTICLES IN REFERRED PROCEEDINGS**

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- Suh, S. (Nov 2004). *Supporting Active Engagement in Computer-Supported Collaborative Learning using Problem-Based Learning*. World Conference on E-Learning in Corporate, Government, Healthcare, & Higher Education. Washington D.C., Virginia.
- Suh, S., Shen, E., Sallisky, R., Knowles, M. (October, 2003) *Performance Systems Analysis in a Major Hospital in the Southeast: A case study on patient education*. Proceeding at Association for Educational Communications and Technology, Anaheim, CA.

**NATIONAL AND INTERNATIONAL PRESENTATIONS**

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- Suh, S. & Flowers, P. (October, 2005) “Promoting practical applications of ISD and HPT through case studies.” Presentation at the annual conference of the Association for Educational Communications and Technology, Orlando, FL.
- Oh, Y. & Suh, S. (October, 2005) “Supporting Web-Searching Skills with Different Types of Help Information: Experimental Study.” Presentation at the annual conference of the Association for Educational Communications and Technology, Orlando, FL.
- Suh, S. (October, 2005) “Promote Problem-solving Skills in Web-Based Instruction: Problem-Based Learning.” Presentation at the annual conference of the Association for Educational Communications and Technology, Orlando, FL.
- Suh, S., Khalil, M., Trujillo, M., Johnson, T., & Nelson, D. (October, 2005) “Usability testing for Performance Support Systems.” Presentation at the annual conference of the Association for Educational Communications and Technology, Orlando, FL.
- Suh, S. & Washington, L. (April, 2005) “Usability Testing: Measuring the Effectiveness of Performance Support Systems.” Presentation held at the annual conference of the International Society for Performance Improvement, Vancouver, Canada.
- Suh, S. (February, 2005) “Learning Strategies for ESL Students.” Guest lecture to college level international students at the Center for Intensive English Studies, Florida State University, Tallahassee, FL.

- Suh, S. (November, 2004) “Supporting active engagement in computer-supported collaborative learning with using problem-based learning.” Presentation held at the annual E-Learn--World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education, Washington D.C.
- Suh, S., & Knowles, M. (April, 2004) “Performance Systems Analysis: In a class by itself.” Presentation held at the annual conference of the International Society for Performance Improvement, Tampa, FL.
- Suh, S. (2004, March) “How to study English as a second language?” Guest lecture to college level international students at Center for Intensive English Studies, Florida State University, Tallahassee, FL.
- Khalil, M., Nelson, D., Suh, S., Trujillo, M. (January, 2004) “EPSS Tool Validation: planning, procedures, and implementation.” Presentation held at the annual conference of the Southeast Evaluation Association, Tallahassee, FL.
- Suh, S., Shen, E., Sallisky, R., Knowles, M. (October, 2003) “Performance Systems Analysis in a Major Hospital in the Southeast: A case study on patient education.” Presentation held at the annual conference of the Association for Educational Communications and Technology, Anaheim, CA.
- Shen, E., Suh, S., Sallisky, R., Knowles, M. (October, 2003) “What makes a performance systems analysis class successful – a learner’s perspective.” Presentation held at the annual conference of the Association for Educational Communications and Technology, Anaheim, CA.
- Driscoll, M., Kim, Y., Suh, S. Lee., Y., Hu, H., Gao, H., Fay., S., Shen, E. (October, 2002) “What is AECT Really About? A content Analysis of the Convention Program Over the Past Five Years.” Presentation held at the annual conference of the Association for Educational Communications and Technology, Dallas, TX.
- Schaffer, S., Wright, M., Suh, S. (January, 2002) “Technology as a tool for evaluation: ePlan.” Presentation held at the annual conference of the Southeast Evaluation Association, Tallahassee, FL.

## **SCHOLARLY AWARDS**

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<b>University Fellowship</b> Florida State University, Merit-based graduate studies full scholarship and living stipend	2001-2003
<b>Gagne Briggs Outstanding Service Award</b> Finalist, Florida State University	2005
<b>Graduate Leadership Award</b> Nominee, Florida State University	2005
<b>Tuition Scholarship</b> • Tuition waiver from Florida State University	2003-2005
<b>Merit-based Scholarship</b> • First place in the department of Modern language, Hankuk University of Foreign Studies	1999-2000
<b>Merit-based scholarship</b> • Second place in the department of Modern language, Hankuk University of Foreign Studies	1997-1999

## **PERFORMANCE SYSTEMS PROJECTS**

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- **ePlan:** Researched and developed the web-based Performance Support tool, ePlan, for the U.S. Navy as a member of an interdisciplinary team of researchers and designers. Responsible for information design, development of web-based activities, and evaluation of the tool to support human performance analysts in the U.S. Navy.
- **PQS:** Designed the electronic version of Personnel Qualification Standards for the U.S. Navy as a member of an interdisciplinary team.

## **LEADERSHIP POSITIONS**

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<b>President</b> Instructional Systems Student Association, Florida State University	2005
<b>Vice President of Alumni Relations/Public Relations</b> Instructional Systems Student Association, Florida State University	2004

## **SERVICES**

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- Task force group member to revise Instructional Systems program, Florida State University, Summer 2005
- Conference proposal reviewer for the Association for Educational Communications and Technology, 2005
- Workshop facilitator at the Usability Week Workshop by Nielson and Norman group, Orlando, FL, 2004
- Technical assistant at the Association for Educational Communications and Technology International Convention at Dallas, TX, 2002
- Conference facilitator at the WebNet 2001 at Orlando, FL, 2001

## **SPECIAL CONFERENCE/COMPETITION**

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- Winner of the PacifiCorp Design and Development Competition, sponsored by the Association of Educational Communication and Technology (AECT). A team composed of FSU doctoral students Sookyung Suh and Paul Flowers was the winner of the competition, designed a blended and sustainable training program for high-impact learning environment for the complex scenario, Summer, 2005
- Attended at the privileged Professors of Instructional Design and Technology (PIDT) conference by invitation of Dr. Dennen at FSU, May, 2005
- Attended a Usability Week Workshop by Nielson and Norman Group, Orlando, FL, 2004

## **LANGUAGE SKILLS**

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Korean and English: Fluent in speaking and writing

## **MEMBERSHIPS**

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American Society for Training and Development (ASTD), Mar 2005 – Feb 2007  
Association for the Advancement of Computing in Education (AACE), Sep 2004 – Aug 2006  
International Society of Performance Improvement (ISPI), Oct 2003 – Sep 2007  
Association of Educational Communication and Technology (AECT), Oct 2002 – Sep 2006  
Southeastern Evaluation Association (SEA), Jan 2002 – Dec 2005

## **INTERESTS**

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Rock climbing, cooking, yoga, hosting and planning events

## **VOLUNTEERS**

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Lean In circle leader: women's leadership small group leader, led and prepared monthly meetings' contents, venue, and communications

Crisis Pregnancy Center, Shreveport LA: designed and led a working session with the board members and staff to create new vision and mission for the center. Created a communications plan for the new name and branding for external relations and PR.