



Suzanne Coyne O'Connell

Co-Chair, Corporate Outreach &
Membership Committee
Women's Bond Club

IBM Corporation
Vice President, Sales
Financial Services Sector Wall Street

Phone/Email

201.310.5208

smcoyne@us.ibm.com

Suzanne is VP of Sales for Wall Street Team within IBM's Financial Services Sector (FSS) responsible for providing sales leadership, market share growth, and maintaining high customer sat focused for 15 important clients. In addition, she is leading IBM Americas initiative to improve client coverage model to provide customer focused value to be rolled out to other U.S. teams.

Prior to this, Suzanne was VP of Sales for FSS East Region; promoted to this position Jan'05. She was responsible for providing sales leadership, mkt share growth, maintaining high customer sat, and P&L for largest region within FSS WW generating \$2B IBM annual revenue. Her territory was comprised of 50 largest FSS clients across Bking, Insurance, & Financial Mkts. Prior to this, Suzanne was Global Client Director for Morgan Stanley enterprise. As an Integrated Account, Morgan Stanley is one of IBM's top FSS accounts.

She has successfully managed single large client relationships as Client Exec, multiple top FSS account relationships as Business Unit Exec; as Sales VP growing territory revenue, achieving sales quotas, and maintaining high customer sat. Her client portfolio includes: Merrill Lynch, Salomon Smith Barney, Travelers, BNYM, Morgan Stanley, Discover Financial, Goldman, Credit Suisse, NYSE, DTCC, TDA, UBS, Deutsche Bk, Japanese Bks and Bear Stearns.

Suzanne completed IBM's Harvard Client Cert Program and is Certified Client Exec. She has demonstrated expert sales leadership, bus development, people mgmt, and development skills. Throughout her career, Suzanne has built reputation for improving important IBM C-suite client relationships, growing mkt share, & fostering excellent teamwork.

In addition, Suzanne actively mentors IBM employees focusing on development of women within financial services and proactively mentors women across IBM's brands with work/life balance issues and employees and managers with career planning. She created and led FSS Women's Initiative for two yrs developing set of actions and programs designed to foster an environment to attract, retain, and develop next gen of women leaders at IBM.

Suzanne served as Chair for IBM's Client Certification Board; now serves as Chair for IBM's Selling Capability Thought Leader Board. She also serves on Board of Women's Bond Club.

She earned her BA from College of the Holy Cross, Worcester, MA; lives in Wyckoff, NJ with her husband Sean and their two sons William and Daniel.