

## Summary

Change should be rewarding. Enabling transformation as a satisfying experience is my passion. Finding the right balance between enabling people and challenging them is often key to success. Measuring change, making data about progress available and putting up the right incentives can reduce the cost of change significantly. I love working with people from all age groups and back-grounds, from the front-line employee to members of the board.

## Professional Experience

- 04/2008 to date Acoyvis, Mauritius  
Founder and Principal Consultant
- 04/2006 to 03/2008 Lufthansa Systems AG  
VP Corporate Strategy
- 12/2003 to 03/2006 GIZ  
CIO - operating technology in 65 countries
- 01/1998 to 11/2003 Accenture, Austria/Germany/Switzerland  
Manager Financial Services and Public Sector
- 09/1981 to 12/1997 Savings Banks Organization  
Retail Banking, Audit, Projects, HR

# Susanne Alfs

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## Relevant projects

- Energy Services: Analytics and Business Intelligence Strategy
- Pharmaceuticals: Deployment of a Business Intelligence solution to a global target group of more than 1,500 people.
- Investor Services: Achieved organizational readiness of 650 for post-merger integration covering training, communication and processes.
- Public Sector: Developed and implemented a well-received IT strategy, established new IT governance and introduced an IT Balanced Scorecard.

## Area of expertise

- Technology Governance in the Board Room
- Large Scale Transformation
- Analytics and Business Intelligence
- Business Readiness Management
- IT Strategy

## Education

- 2008 to 2010 MBA - University of Chicago  
London-Chicago-Singapore
- 1986 to 1992 Graduate Savings Banks Economist, Bonn,  
Germany

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