

# CHRISTINE J. KIM

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## EXPERIENCE

Jan 2019 – present (’21-’23 MBA hiatus)	<b>EY-PARTHENON</b> (STRATEGY & TRANSACTIONS GROUP AT ERNST & YOUNG) <b>Director</b> <ul style="list-style-type: none"><li>Led team of 5 leads for Go-to-Market strategy and launch of new data insights and retail media business in 3-sided marketplace; pitched “Walmart Connect and Luminate for independent c-stores” vision to F200 and insurgent CPG brands as part of customer activation and directed promotional video for c-store activation</li><li>Blueprinted multi-year, matrixed customer experience (CX) operating model for confidential joint venture built with F200 \$20 billion CPG company, integrating onshore, nearshore, and offshore talent</li><li>Managed client relationship with F50 CIO group and advised on strategy for achieving \$35M in annual synergies for a \$135B all-stock merger to deliver shareholder value; stock price has been 1.5x-2x since merger</li><li>Spearheaded planning for deal close (M&amp;A) of a 3-way, \$500M asset swap, successfully finalizing Transition Service Agreements; and transitioning system access, benefits, and payroll of 1,800+ employees</li><li>Performed market analysis of EV charging stations to assist Real Estate Investment Trust with entry decision, guiding client to enter Italian rather than U.S. market; first EV charging column installed in 2021</li></ul>	Hoboken, NJ
Jun 2022 – Sep 2022	<b>UBER</b> <b>Global Strategy &amp; Planning (MBA Intern)</b> – received return offer <ul style="list-style-type: none"><li>Designed pilot capability for Voice of Customer (VoC) sentiment assessment, aimed to sustainably improve Uber Eats’ profitability by addressing drivers of customer spend and refunds; developed based on synthesis of findings (n=600+) across ~10 customer sentiment channels</li><li>Streamlined operations of a global program, targeted to increase Eats’ profitability by \$75M (annual run-rate), through standardization of performance measurement to enable more robust value capture management</li></ul>	San Francisco, CA
Jan 2022 – Mar 2022	<b>KELLOGG SCHOOL OF MANAGEMENT</b> <ul style="list-style-type: none"><li>Led strategy for increasing school’s share of Family Business sector in US market by at least 1%; Kellogg executed on recommendation for LatAm market expansion, complementing overall school rebranding initiative</li><li>Conducted 30+ interviews with Family Business recruits and deans at top business schools, analyzed industry reports, and performed market research to determine target market (LatAm) and growth marketing plan</li></ul>	Evanston, IL
Oct 2017 – Dec 2018	<b>RBC CAPITAL MARKETS</b> <b>Senior Manager</b> – nominated for RBC 18 in 2018 <ul style="list-style-type: none"><li>Resolved decade-long M&amp;A challenges by managing Richardson Barr’s integration into RBC’s operating model and IT infrastructure through buildout of new \$9M+ Houston collaborative space (56,000 sq ft)</li><li>Transformed workspace of global investment banking division, leading a team of 10+ FTEs through design, vendor bidding, build, and launch of modern technology for new offices with limited investment (\$500K-\$2M)</li></ul>	Jersey City, NJ
Jul 2016 – Oct 2017	<b>EY (ERNST &amp; YOUNG)</b> <b>Senior Consultant</b> – nominated for Manager promotion in 2017 <ul style="list-style-type: none"><li>Reduced client’s total cost of ownership (TCO) for source-to-pay capabilities through process improvements and organizational redesign by eliminating redundancies, including a 75% decrease in technology footprint</li><li>Oversaw team of 12+ FTEs for 4 simultaneously occurring solution rollouts, reporting directly to client CFO; developed business continuity and readiness plan for transitioning 7 countries to new operating model</li><li>Gained stakeholder alignment and buy-in for optimized operating model for Financial and Procurement Shared Services through weekly Steering Committee meetings; presented execution progress and addressed risks</li></ul>	Iselin, NJ
Jun 2014 – Jun 2016	<b>CAPGEMINI</b> (FKA CAPGEMINI ERNST & YOUNG) <b>Senior Consultant</b> – accelerated promotion to senior consultant <ul style="list-style-type: none"><li>Developed pitchbook for integrating Fortune 200 steel producer’s 28 steel making divisions across various mills (after decades post-acquisition) to communicate organizational changes and gain stakeholder buy-in</li><li>Served as Enterprise Portfolio &amp; Program Management Lead of a \$45M+ business transformation portfolio and program of ~100 onshore and offshore resources</li><li>Identified and presented findings on opportunities for 50% account growth and profit margin improvements to Capgemini Steering Committee; maintained margin of error of less than 5% for monthly financial planning</li></ul>	San Francisco, CA

## EDUCATION

<b>KELLOGG SCHOOL OF MANAGEMENT (NORTHWESTERN UNIVERSITY)</b> <i>Master of Business Administration (MBA); graduated with distinction (Beta Gamma Sigma honoree)</i>	Evanston, IL
<b>NORTHWESTERN UNIVERSITY</b> <i>B.A. in Political Science, Legal Studies/Pre-Law (double major); background in Economics</i>	Evanston, IL

## ADDITIONAL

- Languages:** English (native), Korean (fluent) | **Skills:** Adobe, Mailchimp, Tableau (beginner), Power BI
- Publication:** “Designin’ in the Rain,” featuring [Urban Umbrella](#) (series-B funded premium scaffolding bridge)