

SUSAN SCHOFIELD

Senior Program Manager

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Phoenix, Arizona

Senior Program Manager who turns ambiguous, cross-functional work into clear governance, reporting, and executive-ready delivery. Experienced across customer support technology, customer support communities, and Voice of Customer programs, partnering with Product, Engineering, UX, Legal, Science, and business teams to launch work that holds up at scale. Brings a practical, systems-minded approach to prioritization, risk management, and continuous improvement.

SKILLS

- Program management
- Program governance
- Performance metrics and reporting
- Resource and priority planning
- Change readiness
- Complex customer programs
- Scope and delivery planning
- Executive stakeholder management
- Process improvement
- Executive communication
- Cross-functional program leadership
- Risk and issue management
- Stakeholder alignment
- Continuous improvement
- Analytics reporting

TECHNOLOGIES

Asana · Jira · Confluence · Figma · Excel · Google Sheets · PowerPoint · Slack · Zendesk

EXPERIENCE

Senior UX Design Program Manager — Amazon, Remote · Full-time October 2022 – April 2026

- Led cross-functional programs across 10 customer service products, including AI chatbots and internal customer service technology, building governance, reporting, readiness processes, and operating rhythms with Product, Engineering, UX, Legal, Science, and business partners.
- Built and led an executive CX feedback tracking system across 160+ customer- and colleague-facing improvement issues, driving 73% completion through clear ownership and a custom 5-tier impact and severity framework.
- Led an AI language quality evaluation program that became the organizational standard, connecting LLM transcript defects to leadership KPIs and actionable improvement priorities.
- Reduced urgent quarterly initiative timelines by 75% by realigning scope, tightening intake, and improving readiness signaling.
- Improved executive escalation resolution time by 40% through a repeatable intake framework that clarified risks, dependencies, ownership, and next steps.
- Created a governance-backed approval workflow for sensitive policy updates, reducing turnaround time by 30% across Product, Engineering, UX, and Legal.

Program Manager — Ring, an Amazon Company, Remote · Full-time May 2018 – October 2022

- Launched Ring's customer community forum and led a customer feedback and escalation program that translated user and frontline issues into cross-functional product priorities, with an estimated \$2.6MM first-quarter impact from contact reduction.
- Built a feedback loop that informed product features and customer experiences, validating a \$1MM annual savings hypothesis within the first 6 months by translating customer pain points into recommendations that influenced Product and Technology roadmap priorities.
- Exceeded a \$300K quarterly savings hypothesis, delivering \$400K in average customer service savings per quarter after backend SEO updates outperformed expectations.
- Delivered weekly community health reporting to the COO, synthesizing contact-volume changes, trending issues, launch metrics, and feature performance to inform product decisions.

Marketing & Community Manager (Client Success) — TRAVO, INC., Santa Monica, CA · Full-time December 2015 – May 2018

- As the 3rd hire, built customer acquisition and feedback systems that shaped product updates and supported 70% annual retention across 500 small to medium-sized businesses.
- Led onboarding for 200+ accounts

EDUCATION

Bachelor of Business Administration (B.B.A.), Marketing — Grand Valley State University 2015

CERTIFICATIONS

- **Design Sprint Facilitation Masterclass** — AJ & Smart