

SUSANA LIM

lim.susanab@gmail.com | linkedin.com/in/susana-lim

PROFILE

Project Manager with 4+ years working across globally recognized brands and smaller creative and production studios in fast-paced remote environments. I lead timelines and collaboration between designers, writers, producers and stakeholders, keeping projects moving from brief to final delivery. My experience spans digital content production, commercial video production and marketing budget compliance and audit coordination.

Trilingual in Spanish, English and Korean.

SKILLS

Project Management: Monday.com, Asana, Notion, Jira

Communication & Meetings: Slack, Zoom, Google Meet, Loom

Production & Content: Frame.io, Wistia, Vimeo, Canva

Tracking & Reporting: Google Sheets, Excel, Google Workspace

AI & Productivity: ChatGPT, Claude

EXPERIENCE

Project Manager May 2025 to Present

Slap Global — United States (Freelance)

- Led end to end commercial production across pre production, production and post production phases for brand campaigns including Samsung Health.
- Coordinated across strategists, creative directors, producers, media planners and external production partners to ensure alignment on deliverables and timelines.
- Built and maintained project tracking systems in Google Sheets to monitor milestones, dependencies and outstanding items.
- Flagged scope changes and risks early, ensuring leadership had clear visibility into priorities and out of scope requests.
- Maintained organized documentation across Google Workspace to ensure version control and transparency throughout the production cycle.

Project Manager Oct 2023 to Jan 2025

Future Flow Media — Canada (Remote)

- Managed end to end email campaign production, coordinating deployment schedules, creative assets and seed lists to ensure smooth execution.
- Ran internal QA on all campaigns before client review, catching issues early and coordinating with technical teams to resolve them.
- Led client approval process by sending final tests, managing feedback and getting client approval before deployment.
- Set up and deployed email campaigns once approved, ensuring all materials met quality standards and deployment deadlines.
- Developed process guides and maintained updated documentation to keep workflows organized and consistent.

Project Manager Jan 2023 to Oct 2023

Nodus for Google US — Remote

- Managed end to end production of digital and print assets for Google US, coordinating across designers, writers and editors to meet deadlines.
- Worked with senior management to review and prioritize incoming requests, ensuring the most critical work was tackled first.
- Tracked newsletter performance including open rates, click through rates and engagement, sharing findings and suggesting improvements to stakeholders.
- Identified process gaps and improved workflows to keep projects running smoothly.

Project Manager Apr 2021 to Mar 2023*Wisdom Capture — United States (Remote)*

- Coordinated video production projects from brief to delivery for clients in higher education, healthcare and medical sectors, serving as the main point of contact between clients and internal production teams.
- Oversaw production of interviews, training videos and conference content, ensuring deliverables met client expectations and deadlines.
- Maintained project tracking in Monday.com, keeping priorities, dependencies and progress visible across all stakeholders.
- Flagged risks and delays early and documented workflows and post project learnings to improve future execution.

Marketing Development Funds Sr. Coordinator Jul 2016 to Nov 2019*Samsung Electronics Argentina — Buenos Aires, Argentina*

- Audited and monitored marketing spend across all marketing activities and expenses, ensuring compliance with internal policies and budgeted amounts.
- Collaborated cross-functionally with marketing and procurement teams to ensure marketing activities were aligned with business objectives.
- Reviewed and recommended improvements to internal controls related to expense reporting and invoice processing.

Treasury Coordinator May 2015 to Jul 2016*Samsung Electronics Argentina — Buenos Aires, Argentina*

- Supported payment planning, vendor analysis and bank reconciliation for the finance department.

Global Mobility Coordinator Mar 2013 to May 2015*Samsung Electronics Argentina — Buenos Aires, Argentina*

- Coordinated all company travel and mobility needs including international relocations, business trips, conferences and client engagement programs.

Quality Assurance Coordinator Jan 2021 to Sep 2021*Elevation Web — United States (Remote)*

- Developed and maintained QA processes for digital products, collaborating with development teams and UX designers to ensure timely and quality delivery.

EDUCATION

- CoderHouse: Digital Marketing (Argentina)
- University of Belgrano: English Translation (Argentina)
- Bellevue Community College, Washington USA
- Korean Language and Culture Program, Seoul South Korea