

# JILL BURNS

Senior Operations & Process Excellence Leader – LNG & Energy

 Jill.Burns@Shell.com

 713-568-6463

 Houston, TX

 [www.linkedin.com/in/jill-burns-mba-6350986/](https://www.linkedin.com/in/jill-burns-mba-6350986/)

## EXECUTIVE SUMMARY

Purpose-driven operations and process excellence leader with 20+ years across the global LNG and natural gas value chain (BG Group and Shell). Known for turning complex, fragmented operations into clear, scalable, well-governed systems that support commercial growth, regulatory compliance, and high-performing teams. Calm, structured, and people-centered, with a decisive leadership style that builds trust with senior leaders, traders, managers, analysts, and global delivery teams.

## CAREER HIGHLIGHTS

- Global SBO Migrations: SME for three major migration programs, guiding teams through complex transitions, designing on-site and virtual training, and building new high-performing teams in lower-cost locations.
- Regulatory Implementation: Led Phase 1 implementation of Position Limits (Exchanges & OTC) and Transaction Reporting for Shell International Trading under evolving Dodd-Frank regulations.
- LNG Process Playbook: Led creation of the first global LNG Process Playbook, standardizing core processes, controls, and ways of working across regions.
- Systems & Integration: Key leader in BG/Shell integration and Endur (V9–V14) upgrades, acting as bridge between commercial teams, risk, and IT to stabilize systems and improve data quality.
- Capability Building: Designed and delivered global onboarding and training programs; nominated for a Shipping & Maritime EVP Award for impact on capability and learning.

## CORE STRENGTHS

Global Process Optimization • LNG Contract Management & Governance • Commercial Operations Support • Risk & Compliance (Dodd-Frank) • Endur (V9–V14), CMS • Migration & Integration Leadership • High-Performance Team Development • Onboarding & Corporate Training (including foreign locations) • Governance & Standardization • Cross-Functional Stakeholder Alignment

## PROFESSIONAL EXPERIENCE



### Shell International Trading

**T&S Migration Project SME | Houston, TX**

Jan 2024 – Present

- SME for three major global migration programs, aligning operational, technical, and commercial requirements.
- Lead workshops, process mapping, and training to help new teams ramp up quickly and consistently.
- Partner with HR and leadership across hubs to streamline recruitment, onboarding, and capability building; maintain playbooks and structured reporting to leadership.

**Senior Project Manager | Houston, TX**

Jul 2021 – Jan 2024

- Led Phase 1 delivery of Position Limits and Transaction Reporting obligations (Dodd-Frank) for Shell International Trading.
- Directed core team of 20+ and extended team of 50; facilitated SteerCo and DRB forums with senior T&S leaders.
- Oversaw onboarding and return-to-office transition for Programme & Projects Delivery teams.

**Process Owner, North American Products | Houston, TX**

Jul 2018 – Jul 2021

- Identified and delivered process improvement opportunities across the North American products portfolio.
- Contributed to global Operations Onboarding and Risk Task Force initiatives.

# JILL BURNS

Senior Operations & Process Excellence Leader - LNG & Energy

 Jill.Burns@Shell.com

 713-568-6463

 Houston, TX

 [www.linkedin.com/in/jill-burns-mba-6350986/](https://www.linkedin.com/in/jill-burns-mba-6350986/)

## PROFESSIONAL EXPERIENCE (CONTINUED)

### Regional Team Lead, LNG (East) | Houston, TX

Feb 2016 - Jul 2018

- Led creation of the first global LNG Process Playbook and helped stabilize Endur usage across the LNG organization.
- Key contributor to BG/Shell integration; designed a global Endur support model and directed DEX integration and training.



**BG GROUP**

### Commercial Manager, LNG Assurance | Houston, TX

Aug 2013 - Feb 2016

- Oversaw global LNG business processes and Endur upgrades (V9-V14) across three hubs, ensuring audit-ready documentation, consistent execution, and stable systems as the primary link between developers, commercial teams, and leadership.
- Strengthened portfolio capability by leading onboarding, training, and tool development for LNG staff and managing cross-functional CMS expansion for QCLNG, improving contract lifecycle management, reliability, and risk controls.

### Commercial Manager, EAME LNG Contracts | Reading, UK

Jan 2011 - Aug 2013

- Managed an international team overseeing LNG supply contracts and import terminal capacities across Europe, Africa, and the Middle East, aligning operations with trading strategies and ensuring execution, scheduling, dispute resolution, and compliance with commercial and operational obligations.
- Delivered CMS upgrades and led renegotiation of high-value SPAs, improving upside-sharing calculations, strengthening commercial outcomes, and influencing more than \$100M in contract value.

### Contracts Manager & Assurance Manager, LNG Portfolio | Houston, TX

Dec 2007 - Jan 2011

- Managed commercial operations for Egypt LNG SPA, ensuring contractual compliance, portfolio value protection, and coordinated scheduling, cooldown/gas-up, port compatibility, and diversions.
- Improved cargo scheduling by strengthening contract compliance, streamlining cross-team communication, and aligning with downstream commitments and trading priorities.

## EARLIER CAREER - NATURAL GAS & LNG (1997-2007)

- Risk Analyst - LNG Portfolio • Senior Project Lead - Natural Gas | BG GROUP
- Senior Risk Analyst - Natural Gas • Risk Analyst - Natural Gas | EL PASO ENERGY
- Gas & Financial Accountant - Natural Gas | SUPERIOR NATURAL GAS

## EDUCATION

### MBA, Management (Honors)

Texas A&M University - Victoria  
(formerly University of Houston - Victoria)

### B.S., Management

Virginia Tech, Pamplin School of  
Business

## TECHNICAL & PROFESSIONAL SKILLS

Endur (V9-V14) • CMS & Contract Lifecycle Management • Process Mapping & Optimization  
RACI & Governance Design • Operational Risk Reduction • Business Improvement Methodologies  
Global Training & Onboarding • Change Enablement • Cross-Regional Stakeholder Management