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Previously, she was Senior Research Scholar at Columbia University's Weatherhead East Asian Institute (2011-2015) and the National Intelligence Fellow in the David Rockefeller Studies Program at the Council on Foreign Relations in New York (2010-2011). From 2009 to 2010, she was the Deputy National Intelligence Officer for East Asia at the National Intelligence Council and before that she served as Director for Korea, Japan, and Oceanic Affairs at the National Security Council under both Presidents George W. Bush and Barak Obama (2008-2009). In that role, she formulated, coordinated, and implemented U.S. government policy on Korea, Japan, as well as Australia, New Zealand, and Oceania. Earlier in her career, she served as a Senior Analyst on Korean issues at the Central Intelligence Agency (2001-2008).

Her research is focused on East Asia, particularly Northeast Asia security and U.S.-Northeast Asia relations, North Korea's evolving nuclear strategy and potential for instability, and the politics, economics, and foreign policies of South Korea. Her views are regularly featured in major media outlets including the BBC, CNN, NBC, Fox News, Bloomberg News and PBS.

Sue holds a Ph.D. (2001) and a Masters of Arts (1998) in international relations from the Fletcher School of Law and Diplomacy, Tufts University, and Bachelor of Arts in Political Science from New York University (1993).