

**Susan Hill** is a learning and development professional with over 30 years of experience. She is highly experienced and skilled at designing, developing, and facilitating customized learning experiences for the workplace. Her areas of expertise include leadership, management and supervisory skills, effective communication, team development, sales effectiveness, customer/supplier relations, organizational strategy development and implementation, process management and improvement, performance consulting, and training evaluation. Susan, who has her undergraduate degree in Education, spent the early years of her career working with non-for-profit organizations and public schools. Shortly after beginning work on her MBA, Susan was hired by AT&T to support their product training organization. She later moved into the AT&T School of Business as a Senior Training Consultant. She also held the roles of National Sales Quality Manager and Strategic Planning Consultant before leaving AT&T to pursue a career as an independent consultant. Over the last 17 years, Susan has worked with clients from across a wide range of industries including transportation (United Airlines, Amtrak, Chrysler), food and food service (McDonald's, US Foods), technology (Tellabs, Cabot Microelectronics) and hospitality (Hyatt Regency).