**SUMMARY**

Professional leadership and management development coach/executive coach with the ability to combine training, communications, and employee engagement expertise into coaching experiences that help increase client satisfaction and contribution.

**PROFESSIONAL HIGHLIGHTS**

* Professionally certified and credentialed leadership and management development coach/executive coach: Professional Certified Coach (PCC) through the International Coach Federation (ICF), and Certified Co-Active Coach (CPCC) through The Coaches Training Institute
* Qualified to interpret and debrief leadership and executive assessments like: Hogan Potential Inventory (HPI), Hogan Development Survey (HDS), Booth 360, etc.
* Provide leadership, management development, and executive coaching to hundreds of individuals of all levels (individual contributors through Senior Vice Presidents); consistently receive positive feedback, repeat coaching requests, and client referrals
* Led dozens of presentation skills coaching sessions for leaders and executives participating in Ops Reviews, All Hands Meetings, and media appearances; facilitated skip level meetings between senior level executives and staff employees
* Helped prep CEO of major high-tech company for employee meeting appearances
* Delivered dozens of professional development workshops to audiences of all levels (individual contributors through Senior Vice Presidents) and consistently received 4.8 out of 5.0 workshop satisfaction ratings
* Certified facilitator of several industry standard professional development programs: Managing Professional Growth (Blessing White), Behavioral Interviewing (Behavioral Technology), Time Management (Franklin Covey),  Corporate Presentation Skills

**WORK EXPERIENCE**

**2006- Present**

**Independent - Professional Management and Leadership Development Coach/Executive Coach**

* Establish and maintain coaching engagements with individuals at several Silicon Valley high tech companies (Google, NetApp, Symantec, Applied Materials, etc.)
* Coach executives, managers, employees, individuals on management and leadership development, career development, and personal effectiveness; also specialize in presentation skills coaching
* Maintain multiple individual coaching relationships from initial inquiry through completion
* Consistently receive positive feedback and referrals

**1998 – Present**

**Cisco, San Jose, CA**

High Potential/Executive Coach and Program Manager – Employee Engagement (2006-present)

* Coach executives, managers, and high potential employees (new in career through mid/late career) on career development, leadership style, interpersonal effectiveness, and presentation skills, etc.
* Use various leadership assessments and tools (360s, Hogan, etc.) to help employees gain development insights; convert assessment results into actionable development plans
* Develop management certification program; key participant on business architecture team
* Participate in the creation and execution of a multi-year management excellence strategy  
  - Develop a measurement strategy for assessing the effectiveness of manager expectations  
  - Influence the direction and outcomes of management excellence solutions  
  - Work cross functionally to ensure organizational adoption of management excellence philosophies, strategies, and solutions.

Communications Manager and Executive Coach - Employee Commitment/Communication (2002-2006)

* Coached executives/managers/employees on how to take action from employee survey results; Planned and consulted in follow-up and action planning implementation, focusing on effective change management strategies
* Coached employees of all levels in for company-wide presentations (ops reviews, customer presentations, TV shoots, external presentations, etc.)
* Designed/delivered actionable employee surveys, complete with communication strategy, timeline, and materials
* Facilitated the use of employee survey data to drive improvement in local work groups; Worked with senior management to determine business needs in analysis and communication of results and improvement implementation
* Worked directly with executive management team to facilitate monthly skip level meetings
* Managed company exit survey process including analysis and presentation of results
* Designed and delivered communication strategies for various initiatives; prepared, drafted, edited, and delivered corporate communications

Program Manager, Sales/Leadership Development, WW Service Ops (1998-2002)

* Coached teams on presentation/communication skills
* Designed and delivered training for Global Service Management organization on communication skills, new hire training, Contract Service Maintenance database, Enterprise Resource Planning/Oracle database, Service Contract Center web tool; developed course content, materials (participant workbooks and facilitator guides), train-the-the trainer sessions, etc.

### 1994-1998

### Applied Materials – Sunnyvale, CA

Human Resources Development (HRD) Specialist, HRD Institute (1997-1998)

* Facilitated 6 employee/manager courses including New Hire Assimilation, Managing Professional Growth, Behavioral Interviewing, Presentation Skills, Time Management, and a Quality Orientation Program
* Coached employees/leaders on presentation skills/delivery
* Managed 4 business unit accounts to meet HRD and dedicated training needs
* Managed several HRD programs to ensure quality, content, and seamless delivery

Order Management/Associate Marketing Engineer, Rapid Thermal Processing (RTP) (1994-1997)

* Trained new order management and divisional employees on booking/order management
* Delivered presentations on the RTP System and represented company at trade shows

**EDUCATION**

**Northern Arizona University,** Flagstaff, AZ

Bachelor of General Studies, Arts and Sciences –Magna Cum Laude

**The Coaches Training Institute,** San Rafael, CA

Earned Certified Professional Co-Active Coach (CPCC) Credential

**CERTIFICATIONS**

**Professional Certified Coach (PCC credential),** International Coach Federation

**Hogan Assessments Certified Facilitator/Coach,**  HPI and HDS – Hogan Potential Inventory and Hogan Development Survey

**Booth 360 Certified Facilitator**

**Certified Facilitator Programs**

* Managing Professional Growth Certified Facilitator - Blessing White
* Time Management Certified Facilitator- Franklin Covey
* Behavioral Interviewing Certified Facilitator –Behavioral Technology
* Presentation Skills

**PROFESSIONAL MEMBERSHIPS**

**International Coach Federation**

Credentialed Member

**Silicon Valley Coach Federation**Member

**BIO**

Susan Alexander is a professional leadership and management coach, with over 15 years of experience in various roles at Fortune 100 companies.  She has coached hundreds of clients, including senior vice presidents, directors, managers, and employees, and facilitated, developed, and delivered training and workshops for groups of 5-100. Susan is at her prime when coaching one to one.  Her understanding of people, where they're coming from and where they want to go, consistently shows up in her work.

Susan completed her coaching training in one of the top coaching programs in the world through The Coaches Training Institute and has obtained the credential of Certified Professional Co-Active Coach (CPCC). She has also earned and holds the Professional Certified Coach (PCC) credential, granted by the International Coach Federation (ICF). In addition to her coaching credentials and training experience, Susan is certified in several personal assessment tools, including Hogan, Booth 360, and Merrill and Reid Social Styles and has partnered with many to understand what the assessments reveal and what paths are possible.

Having coached so many people from all backgrounds and experiences, Susan has a wealth of experience, perspective, and compassion that she brings to each coaching relationship.  Susan invests in her personal life as well and is a wife, mother, daughter, sister, aunt, and best friend.  She is also a travel junkie.  When she's not pursuing her dream of coaching others, you can probably find her on a plane, heading somewhere to collect a life experience.