

SUZANNE LARSEN

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*Transformative leader and scholar,
contributing to the evolving people paradigm.*

EXPERTISE

- Global Human Resources:
 - Employment lifecycle
 - Risk Mitigation/ER Management
 - Contingent Workforce Solutions
 - Global Mobility Programs
- Organizational Diagnosis, Design, and Effectiveness:
 - Conflict Transformation
 - Enterprise-wide Change Management
 - Value Chain Management
 - Greenfield Operations
- Global Training & Development
- Executive Coaching
- Leadership Development

EDUCATION

PhDc	Benedictine & Walden University Business Administration- OD
MS	University of San Francisco Organizational Development
MA	Antioch University/ Intercultural Communication Institute Intercultural Relations (ABD)
BA	Antioch University Communications

PRO Unlimited, Inc.

2007 to 2018

Senior Director, Global HR Solutions

Head of human resources, learning and development, and immigration/global mobility for internal and client HR services in APAC, EU, India, and the Americas,

- Strategic and operational leadership for full spectrum HR operations and compliance oversight for ~1000 staff employees, 25,000 contingent client workers, and 20,000 vendor engagements.
- Led global team providing cross-functional agile contingent workforce client solutions across ~200 clients and 15 countries including co-employment risk-mitigation management.
- Designed and delivered fifty+ original trainings for global audiences spanning all areas of expertise.
- Managed successful, large-scale change initiatives inclusive of the cultural, operational, client requirement, compliance, and engagement spheres.

Kaiser/The Permanente Medical Group

1998-2007

Senior HR and OD Consultant

Human Resources/Organizational Effectiveness executive for the physician and finance units, providing leadership, organizational development, training programs, and change management.

- Implemented physician training and development programs from ground-up at local medical centers while increasing retention, and providing leadership for lifecycle employment, disability management and employee and labor relations.
- Led highly successful multi-disciplinary healthcare delivery and technology change program across department lines within management and labor environments, impacting service, staffing and cross-functional program initiatives.
- Spearheaded strategic leadership intervention for physician retention, reducing turnover by 47%.
- Increased employee satisfaction and patient interaction scores by 20% through leadership development program that drove increased communications strategies, improved leadership team dynamics and functional outcomes.
- Gained diversity alignment with strategic staffing initiatives, intercultural leadership and diversity skill development.