

Suzanne Puryear

Building Strong and Resilient Organizations

- Conducted reviews of high-visibility programs, with recommendations for redesign and change strategies.
- Developed and implemented customized community-based programs to meet the needs of individual constituencies.
- Created communication channels to improve information flow throughout all levels of the organization.
- Designed and facilitated retreats and organizational development activities designed to produce organization-wide support for change.

Leading through Mergers and Major Organizational Changes to increase enthusiasm for and commitment to the new reality, while decreasing resistance to change.

- Led organization staff in redesign of programs and systems to meet the changing needs of consumers and the challenges of a shifting political environment.
- Developed plans for organizational restructuring to implement strategic direction, which focused energy on planned growth and elimination of non-revenue producing services.

Developing Vision, Mission and Results-Oriented Goals to align all facets and functions of the organization.

- Designed and facilitated strategic planning processes to guide organizations in identifying strengths, weaknesses, opportunities and threats and in creating viable business plans for the future.
- Led community visioning process to develop strategies for addressing issues related to homelessness.
- Facilitated group processes to identify and prioritize community service needs.
- Led strategic planning processes resulting in action plans with measurable outcomes.

Investing in Human Resources to maximize the potential of each employee.

- Facilitated team building exercises to articulate group goals and enhance team performance.
- Conducted comprehensive administrative reviews of personnel and program practices, resulting in organization restructure, classification/compensation revision and increased staff training.
- Developed and conducted team building activities to support merger of geographically dispersed staff in diverse programs.

Developing Strategic Partnerships to improve services to customers.

- Developed partnerships with business sector, educational system and faith community to achieve organization goals and to maximize opportunities for customers.
- Led inter-agency council to identify needs, establish priorities, develop goals and objectives and determine program outcomes.

Enhancing Diversity to strengthen teams and organizations.

- Facilitated state-wide task force on personnel practices with recommendations adopted by state policy board and national advocacy group.
- Conducted cross-training between staff in the United States and staff in Puerto Rico for new program implementation.

EDUCATION

- Master of Public Administration; Old Dominion University
- Bachelor of Arts, Political Science; Old Dominion University

CERTIFICATIONS AND TRAINING

- CIVIC Leadership Institute, 2007
- National Training Leadership, Human Interaction Laboratory, 2004
- Senior Executive Institute, University of Virginia
- Governor's Fast Track Executive Training for Women and Minorities

EMPLOYMENT HISTORY

2003 to Present	Synapse Consulting
2005 to 2016	The Planning Council, President and CEO
2000 to 2003	First Home Care Corporation, Administrator
2000 to 2001	Adjunct Teaching Staff, Old Dominion University
1994 to 2000	City of Norfolk, Director of Human Services
1993 to 1994	City of Norfolk, Director of Social Services
1991 to 1993	City of Norfolk, Assistant Director of Social Services
1986 to 1991	Commonwealth of Virginia Dept. of Social Services, Regional Chief of Programs

PROFESSIONAL AFFILIATIONS AND COMMUNITY SERVICE

- Board of Trustees, Westminster-Canterbury on the Bay (2012 – Present; Chair, 2018 to present)
- Board of Directors, Hampton Roads Community Foundation (2015 – present)

- Board of Commissioners, Norfolk Redevelopment and Housing Authority (2016 – present)
- Board of Directors, YMCA of South Hampton Roads (2015 – 2017)
- Board, Norfolk Court Appointed Special Advocate Program (CASA) (2011 – 2014)
- Chair, Norfolk Interagency Consortium for At-Risk Youth (2010 –2016)
- Board, National Association of Planning Councils (2007 – 2014; President, 2008 – 2010)
- Board, St. Mary's Home for Disabled Children (1998 – 2011; President; 2004 --2006)
- Member, Child Welfare League of America Big City/Big County Roundtable (1995 to 2000)
- Member, Child Welfare League of America National Advisory Committee, Foster Care (1995 to 1997)
- Member, Virginia Task Force on Welfare Reform (1994 to 1996)
- Chair, Hampton Roads Regional Forum on Welfare Reform (1997 to 2000)
- 2011 YWCA Woman of Distinction Award, Nonprofit Category
- Recognized for Outstanding Achievement in Public Service by the Old Dominion University College of Business and Public Administration, 2013