

## Susan A. Malecki

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### Summary of Qualifications

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- Nonprofit experience coupled with Corporate experience spanning 25+ years
- Designed and implemented Project Management Organization
- Utilized data gathering and analysis to interpret project work and develop action plans
- Led teams incorporating technical and business skills
- Established team membership and negotiated time commitments and resources
- Set strategic direction of projects
- Led recognition and employee wellness programs with multi disciplinary team drawing on teamwork, creativity, and motivation

### Professional Experience

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#### **Performance Consultant**

**2014 – present**

Over 25 years of nonprofit experience

- Helping nonprofits fulfill their missions. Areas of focus include Board Recruitment, Development and Governance, Short and Long Term Strategies, and Event Design and Implementation.
- Awarded Women's Business Council & Andeavor Small Business Grant Long Beach 2018

#### **Kaiser Permanente**

Project Manager III, Primary Care, Downey Medical Center, CA.

**2012 – 2014**

- Coordinated the planning and implementation for the flu campaign for the Downey area representing 307,000 members and 5,000 employees and physicians. Increased percent vaccinated 7% members and 42% employees.
- Responsible for working with physicians and employees on identifying improvements and tracking of Clinical Strategic Goals pertaining to Pediatrics, Diabetic Retinal Screening, and Flu.
- Coordinated Urgent Care roll out of expanded scope of service, complying with regional model, and assisting on identifying and implementing enhancements that result in improved service to our members.
- Facilitated a new member on-boarding process that is aligned with region with specific needs of the Downey Medical Center.

Project Manager III, Human Resources, Greater Southern Alameda Area, CA **2009 – 2012**

- Coordinated planning and execution of People Pulse employee survey for the GSAA resulting in highest participation in NCAL; 93.26% in 2011, 94.56% in 2010 and 85.19% in 2009. Employee satisfaction increased to #1 in 2011. Became a "Best Practice" for the region. Hosted first annual NCAL People Pulse conference July 2011.
- Implemented action plans to address opportunities for improvement from employee survey. Facilitated discussions, developed plans and ensured they were met with department staff including ongoing follow up. Provided guidance to teams on performance and productivity issues.
- KFH coordinator of Family Fun Fest LWBW 2011. Worked closely with TPMG partners and provided leadership to multi-disciplinary teams. Co-chaired Live Well, Be Well, employee wellness program September 2010 and 2011. Responsible for 92 events during the month including weekends and graveyard shift 2010 and Family Fun Feast 2011.
- Co-chair Reward & Recognition team for GSAA. Revamped Staff Tenure Dinner, implemented quarterly award program aligning TPMG & KFH. Established team membership and negotiated time required and resource allocation.
- Revamped NEO and continue to fine-tune implementing continuous improvements based on feedback from new hires and transfers to GSAA service area.

- Responsible for GSAA communication plan and roll out of automation tools including; My.Org, e-Appraise, Total Performance. Continued to communicate and follow up and mentored HR SC liaisons. Result enabled the GSAA to be leader in implementation.
- Interim UBT consultant included rolled out teams with labor and management co-leads, organized team structure, interviewed candidates for permanent positions.

#### Executive Consultant III to Sr. VP & Area Manager

2007 - 2009

- Coordinated development of a plan and execution of People Pulse survey for the GSAA. Results of survey participation at 80% vs. 65% in 2007, second highest in NCAL.
- Prepared Service & Performance Excellence three year contract and oversaw roll out of cultural change. Worked collaboratively with region and two other pilot sites to implement the service program with the Studer Group. Assumed service director duties for 5 months in absence of a service director including start up of new mom/dad celebratory meal and expansion of hospitality cart at both hospitals.
- Oversaw projects including Leadership Diversity Development program for the GSAA resulting in the largest number of participants in the mentor program in NCAL in 2008. Provided visibility to compliance requirements, implemented strategy with volunteer services that focused on customer service and staff accordingly. Jointly crafted a personnel requisition process that streamlined the process and verified the financial justification.

#### United Airlines, San Francisco, CA

##### Manager, Project Control & Implementation

2002 - 2006

- Managed a team responsible for project management of 1,800 projects from initiation stage through completion and closure including project justification, execution, and budget. Team included project managers, buyers and material planners. Supply chain management and vendor sourcing included. Project cycles ranged from 30 days to 10 years, \$1K to several million dollars, mandatory compliance to marketing categories.
- Developed and implemented LEAN (divisional process improvement initiative) resulting in projects being accomplished in 70% less time than of the original timeline.
- Designed and implemented a division-wide Project Management Tracking Automation Tool that integrated existing information databases into one tool. Result: a single, user-friendly application that all project managers used for their daily job functions. Led and provided technical leadership to the development of the automation tool as well as the process.
- Coordinated and managed project material reduction analysis that reduced inventory from \$16M to \$5M.
- Mentored staff on career development by providing cross-functional training both internally and externally. Provided staff with constructive and candid feedback, encouraged risk taking and cultivated creativity.

Previous positions at United included; Manager Aircraft Project Control, Manager Production Planning & Project Scheduling, Customer Service Supervisor, Human Resources Representative and Staff Representative Ramp Operations

#### **Other Experience**

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Consultant/Advisor, DMC Communications

Lecturer, California State University, Fullerton – upper division Marketing classes

Member & Ambassador Santa Fe Springs Chamber of Commerce

Member Long Beach Chamber of Commerce

#### **Educational Background**

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MBA, Concentration in Marketing, California State University, Fullerton

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#### **Nonprofit Volunteer Work**

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Board of Directors, Long Beach Chamber of Commerce, Women's Business Council

Board of Directors, International City Theatre, Long Beach

Auxiliary member and Executive Board Member, San Francisco Ballet

Board of Directors, Peninsula Humane Society

Board of Directors, Homeowner's Association

Junior Achievement Instructor, Middle School Economics

Athletic Boosters, San Mateo High School District

Family Services, "Ways to Work" program