

# Susan Scelfo Turner, RPh

Leader | Growth Strategist | Results Driven | Strategic Advisor | Marketing



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## Value Proposition

LEAD THROUGH GROWTH

As a highly strategic and forward-thinking growth strategy executive, I'm passionate about building successful teams by empowering people, identifying and leveraging individuals' talents, developing skills, and recognizing results. I use my analytical skills to develop targeted strategies and leverage my ability to break down complex, long-term, 'big picture' objectives into simpler, manageable parts to achieve transformational outcomes. My colleagues appreciate my communication approach which cultivates and fosters a culture of highly engaged employees and innovative problem solving. I pride myself on delivering top results by utilizing data-driven decisions and enabling my teams to perform beyond their expectations.

### Target Roles

Chief Growth Officer | Growth Strategy  
Chief Client Officer  
Client Success Leader

### Target Company Attributes

Rapid Growth  
Innovative  
Private Equity Portfolio  
Strategic Advisor | Board of Directors

### Education

Registered Pharmacist (RPh)  
BS, ULM School of Pharmacy

### Associations

Women Business Leaders (WBL)  
Texas Healthcare Advisory Council  
Vistage Member 8 Years

### Leadership

- Strategy
- Clients
- People
- Board

### Industries

- Healthcare
- Pharmacy Benefits Management
- Wellness
- Pharmaceutical

### Functional

- Strategic Growth Planning
- Transformational Change Leader
- Client Success
- Strategic Marketing

### Solving Business Challenges

Strategic Planning

Org Design | Building Teams/People  
Capabilities to Achieve Strategic Growth

Leading Through Growth

Profit Growth & Cost Reduction

Strategic Relationship Building  
Client Engagement | Partner Development

Data-driven Decisions

### Executive Experience

Maxor National Pharmacy Services  
SVP, Business Integration

**United HealthGroup (OptumRx)**  
Sr Director, Client Management

Catamaran (Catalyst Health Solutions)  
SVP, VP, Exec Director, Client Services

## Career Highlights

- *Strategic Planning & Execution:* Designed and built Client Management departments to support integration of **12,000,000 lives** across **six** different lines of business, including sourcing and on boarding **90** new hires in under six months.
- *Inclusive Leadership/Relationship Builder:* Led through **2x-20x growth**, often in geographically dispersed locations
- *Client Retention & Growth:* **Exceeded** Client **Net Promoter Score**, Employee Engagement Score & Manager Effectiveness Index Objectives each year 2014-2018  
Highest customer satisfaction ratings for (1) Overall service & performance, (2) Delivering promised services (3) Delivering promised savings
- *Profit Growth & Cost Reduction:* Developed strategic plan and directed execution of system capabilities projected to improve profit by over **\$4,000,000** annually
- *Cross Functional Leadership:* Led cross-functional, enterprise-wide integration resulting in **30% growth** and **49 employee increase**