

Susan K. Rider

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Executive Strategist Transforming People in Alignment with Company Goals

Strategic and accomplished visionary global HR executive with strong business acumen and expertise in talent management, change management, mergers and acquisition integration, organization design, and operational excellence. Well respected and trusted leader with successful working relationships at all levels.

Professional Experience

HRider Solutions, LLC

This is a consulting practice that offers “EVERYTHING HR.” Specialty includes Talent Planning, M&A Planning and Integration, Policy development, Communications, Compliance and all functional disciplines within Human Resources.

World Fuel Services Corporation (Miami FL) – July 2006 to December, 2022

With sales in excess of \$32 billion, World Fuel Services is a global fuel distributor and trusted partner for marine, aviation and land fuel and related services. Headquartered in Miami, Florida, World Fuel is listed on the Fortune 100 list with over 5,500 employees around the globe.

Vice President, Human Resources – Global HR Strategic Initiatives and M&A

Responsible leading the direction and execution of global HR initiatives; i.e., workforce transformation, COVID procedures. Responsible for leading the HR function for all M&A – all segments - including the planning/preparation, due diligence, integration and execution results and quality. While with World Fuel Services, lead the HR function for M&A totaling over 50 transactions.

Vice President, Human Resources – Global Land Segment

Human Resource Business Partner to the Land Segment of WFS. The Land Segment includes HR leadership for ten lines of sight: Retail, Commercial, Global Energy Management, Global Physical Operations, Government, QHSSE, EMEA, Brazil, Supply & Trading and Data Analytics. This position is a strategic partner to the segment leader, specific to Mergers and Acquisitions, organization design, transformation, change management, succession planning, talent management and development, performance management, communications and other things in addition to being thought partner to the segment leader. This position has responsibility for approximately half of the workforce at WFS – 2500 employees in various parts of the globe with five direct reports and three indirect reports.

Vice President, Human Resources - Corporate

Human Resource Business Partnership leadership position, reporting into the SVP, People and Performance with matrix reporting lines into business leaders. Specific achievements include:

- Re-engineered employee rewards with focus on employee satisfaction of benefits, compensation and other non-monetary rewards to improve performance and retain high potentials. Created global wellness initiative. Benefit design structure changes generated millions in cost savings/avoidance.
- Standardized change management program to drive consistency, process improvement, integration success, development of people, motivation of change and organizational value.
- Lead due diligence and integration for **56 strategic acquisitions** with focus on organization design, talent retention, communications, change management and compliance.
- Developed several organization structure changes for efficiencies and improved productivity.
- Developed and implemented several workforce plans for “rapid response” government business including start-ups in Afghanistan, Pakistan and Kyrgyzstan. Created several “people plans” for mobilization and demobilization in high risk countries.
- Developed a strong business-focused global HR organization, located in our principal geographies.

- Developed a process model of excellence for delivery of employee life cycle events in a shared services environment. Developed service level metrics to meet customer satisfaction.
- Developed various training programs, succession plans, and talent improvement plans.

Sykes Enterprises, Incorporated (Tampa FL) – 2003 to July, 2006

SYKES is a global player in the outsourcing of business solutions and call center operations. Located in 23 countries, SYKES has revenues in excess of \$500 million with 40,000 employees.

Sr. Director, Global HR Operations

In this Human Resources leadership position, I reported to the SVP, Human Resources. Specific achievements included:

- Re-engineered the total rewards program to align with company objectives for cost savings and program improvements. Designed executive compensation programs and was a non-voting member of the Compensation Committee of the Board of Directors. Prepared compensation analysis and recommendations to the Board. Delivered presentations.
- Developed and aligned the Regional Human Resource team consisting of eleven direct reports around the globe. Implemented best practices and standards.
- Assessed issues and provided solutions for improved HR process. Developed a system in the Philippines to increase hiring metrics to bring quality candidates in quicker. Worked with challenging clients to improve time to fill metrics; i.e., 1,000 candidates to 1 hire was reduced to 250 candidates to 1 hire.
- Lead the efforts for a newly created standard – “Centers of Excellence”. Provided facilitation and leadership to improve the talent acquisition process for call center agents which resulted in improved efficiencies for sourcing, screening, assessment (including self de-selection), interviewing and selection. Lead the efforts for talent retention “Center of Excellence.”
- Lead the efforts of company restructure with the unfortunate closing of call centers in the US and start up off shore.

Sr. Director, Global Compensation, Benefits and HRIS

I began employment with Sykes in the global position of Sr. Director of Compensation, Benefits and HRIS. In this capacity, I provided the strategy and design of Compensation and Benefits programs around the world, as well as strategic direction for HR systems. This position was responsible for designing executive compensation plans. This position was also a non-voting member of the Compensation Committee of the Board of Directors.

Tree of Life, Incorporated (St. Augustine FL) – 2001-2003

Tree of Life is a marketer and distributor of natural and gourmet food products. Located in the United States and Canada, Tree Of Life had revenues of \$1.7 billion with 5,500 employees.

Corporate Director, Compensation and Benefits

As Director of Compensation and Benefits, the primary responsibilities were strategic design and administration of all health, welfare and retirement plans. This included a complete re-design of health and retirement plans which involved establishing new vendor relationships, cost analysis and financial reporting, compliance and employee communications. This saved the company in excess of \$1 million per year. Other responsibilities included the administration and design of compensation plans.

Division Vice President of Human Resources

My initial employment with Tree of Life was in the Gourmet Award Foods Division as Division Vice President of Human Resources. This facility was in Plant City, Florida, and was closed. The primary responsibilities for this position was leader of the Human Resource function for two locations in the southeast, of which held responsibilities for strategic talent management which included development of employee programs, HR administration, workforce planning and recruitment, career development and succession planning, training and organization development. The major accomplishment in this position was development of a retention program to ensure business continuity in preparation of closing the facility. All separation details were handled timely and in a compliant manner. At the completion of the closing, the corporate office offered me three positions and I chose the position of Corporate Director, Compensation and Benefits upon facility closing.

Human Capital Intelligence, L.L.C. (Valrico FL) - 2000-2002

This consulting practice was created to become a full-service off-site Human Resource Department for small companies. Solutions that were provided to clients included benefit design, implementation and administration, compensation design and analysis, acquisition due diligence and general HR consulting. A call center was also established to support employees of clients, which included an internet-based HRIS.

Breed Technologies, Inc. (Lakeland FL) - 1995-2000

Breed Technologies is an automotive safety restraint system supplier. Located in 27 countries, Breed had revenues of \$1.9 billion with 19,000 employees.

Vice President, Administration and Human Resources

During the last year of employment with Breed, I held the position of Vice President, Administration and Human Resources with the joint venture between Breed and Siemens Automotive. This position required the start-up of all Human Resources, strategic and tactical, including organization design, payroll, benefits, HRIS, and policies for this newly created entity, which was intended to become the new company. I left the organization due to the filing of Chapter 11.

Vice President, Corporate Human Resources

Hired into Breed as Director of Human Resources, I was promoted within three months to Vice President, Corporate Human Resources. My primary responsibilities were to focus on ten acquisitions, starting with due diligence through the integration of employees. Culture development and change management was a critical element of this role. Re-design of all benefits, policies, compensation and other employee programs were accomplished to assimilate best practices of acquired companies.

Cooper Industries, Inc. (Houston TX) - 1990-1995

While with Cooper Industries, I held various Human Resource positions to include **Manager, Benefits, Compensation and HRIS** for Moog Automotive Division in Wellston, Missouri; **Manager of Benefits and HRIS** and **Employment Manager** for Champion Spark Plug Division in Toledo, Ohio.

Education and Specialized Development

Masters of Business Administration, St. Leo University
Bachelor of Science in Business, University of Toledo
Leadership Development, Center of Creative Leadership, Eckerd College, 2006
Various continuous education seminars and coursework
Held the position of "People Dean" at World Fuel, teaching relevant courses to employees
Accomplished public speaker
Hosted radio talk show called "Radio Workplace"
Certified M&A Specialist

Board Member, National M&A Council – 2015 - present