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Susan Mach, Ph.D

Susan Mach is a communication trainer, coach and strategist who works with a broad array of clients, ranging from executive leadership teams to customer service teams. She is owner of Mach Creative Services, a full-service communication firm. The firm helps clients communicate clearly, crisply and convincingly to the media, shareholders, analysts, customers, employees, consumer advocates, nonprofits and public officials. Mach Creative coaches executives in client-friendly report writing, leadership communication, negotiation, fostering a sales culture and change management.

The firm has served such clients as AT&T, Euromoney Learning Solutions, Ford, General Electric, Lucent Technologies, New York Life, Prudential, Siemens, Sprint, Toyota, IBM and Time Warner. It has also consulted with leaders in the nonprofit sector, including The International Rescue Committee, The Rockefeller Foundation, The Communication for Social Change Consortium, Lincoln Center Institute, The Asian American Federation of N.Y., The Asian Pacific American Women's Leadership Institute, CUNY City College, the NAACP Legal Defense and Educational Fund, Inc., Leadership Newark, Inc., the Center for American Women and Politics, Prevent Child Abuse N.J. and the U.S. Fund for UNICEF.

Susan conducts communication boot camps for clients such as the Center for Financial Training, New Jersey Bankers Association, the New York Society of Security Analysts, the N.Y. Department of Transportation, the New York Municipal Credit Union, Portfolio Evaluations, Inc. and the N.Y. Department of Housing. She has spoken at New Jersey Bankers Growth Conference, its Senior Leadership Conference and its HR Conference.

She has extensive Fortune 10 experience. For 10 years, she was a public relations manager at AT&T global headquarters, where she developed expertise in media relations, employee communication, annual reports, publications, executive speechwriting and public policy. AT&T won the Malcolm Baldrige National Quality Award when she was consumer affairs director. She was AT&T's public relations manager on the innovative project known as Africa One, a global consortium that built a leading-edge fiber optic network to serve the Continent. She advised AT&T executives regarding mergers and acquisitions in the Asia-Pacific Region, Europe and Latin America.

Susan is a part-time professor at top metro-New York business schools: NYU Stern, Rutgers Business School and the CUNY Baruch/Mt. Sinai Healthcare M.B.A. program. She teaches M.B.A. students from all over the world how to develop the ultimate career advantage: being a strong communicator at work. She has worked with employee resource groups, including the Women's Association of Verizon Employees, Women in Defense at Picatinny Arsenal, Women @ Medco Healthcare Solutions, Inc. and the Women's Leadership Initiative of Johnson & Johnson. She has served as keynote speaker at the New Jersey Bankers Women's Conference, and she has spoken about communication strategy at the New York Bankers Women's Conference. She writes a blog about careers and leadership for "The Financial Professionals' Post," the online publication of the N.Y. Society of Security Analysts.

She is a member of the Newark Regional Business Partnership, New York Road Runners, the Appalachian Mountain Club and the Kearny, N.J. Community Garden.

Her doctorate is in history and philosophy.