

Susan Chesnut, a former flight attendant for Delta Airlines and corporate trainer at MCI Telecom, is a 25 year veteran of the airline industry, a trained secondary education teacher and has a master's degree in Counseling Psychology.

She's been successful in two major industries going through massive change. She's worked with companies as large as Lockheed Martin as well as "mom and pop" shops. Chesnut loves her work and has been fascinated with people's behavior within organizations since graduating from high school.

As a flight attendant with Delta Airlines, Chesnut was pegged for leadership, management, and training positions, eventually being chosen for a new program, START (Support Training and Resource Team). START was a special group assigned to train flight attendants in making work changes.

The airlines presented Chesnut with the Delta Airlines Customer Service Award in recognition of outstanding customer service performance far above and beyond normal duty requirements.

In 1995 Susan was recruited to join MCI WorldCom as a customer service and communications trainer. She was later promoted to management trainer and organizational development specialist.

Chesnut has considerable experience in customer service training, in team development and in guiding leadership teams through cultural change in both the corporate and non-profit arenas. Through her company, Business Achieve, LLC, Chesnut helps business owners improve customer and employee relations. She works with management and/or front/line employees to develop personal skills which improve productivity, performance and career satisfaction in virtually any industry.

Immediately upon moving to Phoenix in 2003, Chesnut was determined to "get involved". Besides being a member of the Arizona Organizational Development Network, she's a member of the Small Business Leadership Council of the Phoenix Chamber of Commerce. Chesnut is also a member of The National Speaker's Association, the National Association of Women Business Owners, the Arizona Institute of Management Consultants, and Program Chair of the Central Valley chapter of the Valley of the Sun Human Resource Association.

Those companies interested in securing Susan's services to improve company productivity and performance may contact her at 480-785-2622.