

Susan Petrus
Senior Vice President, Customer Experience Operations
McKesson



An accomplished healthcare industry executive, Susan Petrus has led sales, operations, and market segment strategy for some of the world's leading healthcare companies. Currently, Susan is Senior Vice President of Customer Experience Operations for the U.S. Pharmaceutical division of McKesson Corporation, the nation's largest healthcare services and technology company. She has overall responsibility for delivering an efficient and outstanding customer experience to several thousand customers and sales support for hundreds of field sales professionals. This includes key operating functions such as customer and technology support for multiple business units, sales solutions, business optimization, sales process and technology, training, customer proposal and contracting, and compensation.

Susan has a broad range of leadership experiences in both corporate and field management roles. Prior to her current role, Susan served as Vice President of Strategic Initiatives for McKesson U.S. Pharmaceutical. In this position, she led the integration of two key distribution wholesaler acquisitions, exceeding all financial business case metrics. In addition, she led the development of a sales and marketing strategy for entering an adjacent market opportunity resulting in \$100 million in first-year sales and a business segment that continues to provide high growth.

Before joining McKesson, Susan led the healthcare business unit at Moore Corporation, a worldwide manufacturer of print and digital business communication products and services. During her tenure, the business unit grew double digits, improved market share, launched new technology products, and successfully secured relationships with key national accounts. Susan began her career at Baxter International where over the course of ten years she held positions that included progressively more responsibility in logistics, operations, sale, region management, and corporate and national accounts.

Susan holds a BA in business from Miami University in Oxford, Ohio. She is a member of Women Business Leaders (WBL) of the U.S. Healthcare Industry Foundation. Susan serves on the healthcare business advisory board for Cielo, a leading human resources and recruitment outsourcing company. She also is a member of the board of directors for the Tri-cities Family YMCA whose mission is youth development, healthy living, and social responsibility. She is a previous board member of Project, Inc. and DeCycleIt!, not for profit companies whose mission is to provide long-term, employment to special needs individuals