
SUSAN CHAPMAN-HUGHES

Global C-Level Business & Digital Transformation Executive
Corporate Board Director
Global Speaker and Consultant



As an innovative leader of positive transformation, Susan Chapman-Hughes is passionate about aligning organizations with their defined missions and values.

She believes in taking a people-centered approach to inclusive, empowering, and energizing leadership for all stakeholders involved.

SUSAN IS A GLOBAL SPEAKER AND CONSULTANT ON THE TOPICS OF:

- Connected Leadership
- Navigating Change
- Digital Transformation
- Workplace Transformation
- Latest Trends in Corporate Governance

She consults with several Fortune 1000 C-Suite Leaders as they embark upon transformation and change in their organizations. She is the co-host of “**Navigating The Work Compass**” every Wednesday at noon EST on LinkedIn Live and is the author of the upcoming book “**Why Should I Follow You: A Primer on Connected Leadership**”.

Ms. Chapman-Hughes is an Independent Director of the J.M. Smucker Company (SJM) where she serves on the Compensation Committee. She is also an independent director of Toast (TOST) and Chair of the Compensation Committee. Previously, she served as an independent director for Potbelly Corporation (PBPB) where she led both the Compensation and Audit Committees.

She most recently was the EVP/GM of Global Digital Capabilities, Transformation and Operations (GDCT&O) in the Global Commercial Services (GCS) division at American Express where she led the digital transformation of customer experience and drove the use of big data, predictive analytics and machine learning to power business strategy. Ms. Chapman-Hughes managed a global team of 1,500+ including the business operational engine, regulatory and compliance, implementation/integration with ERP platforms, Insights-based SaaS capabilities and the sales readiness platform for the 6,000 person global sales and client management organization.