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## SUSAN ANDERSON

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Anthropologist

Susan is the resident anthropologist at fassforward Consulting Group. She has extensive experience understanding organizations and the work people do. Susan has a unique ability to gather and synthesize feedback into a business context that is both understandable and actionable.

She has over 20 years of corporate experience, spanning a variety of industries. She has managed R&D groups, seen technology from concept into product, and has helped build new Organizations and practices. She has advised corporate executives on virtual and work communities, knowledge-sharing and brokering, next generation web and business systems, as well as ways to engage with workers, users, customers, and clients.

Susan began her business career at Xerox's Palo Alto Research Center (PARC), where she was instrumental in developing and applying collaborative, socio-technical approaches to the transformation of work and the design of new technology.

Susan holds a Ph.D. in Anthropology from Michigan State University. An active contributor to professional conferences and organizations, she has written on topics such as technology's role in workplace collaboration.