

# SUSAN VIDAL

(978) 270-9969 | [suevidal25@gmail.com](mailto:suevidal25@gmail.com) | [linkedin.com/in/susan-vidal](https://www.linkedin.com/in/susan-vidal)

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## HUMAN RESOURCES LEADER

Passionate Talent Leader who drives results in agile environments by leading organizational evolutions in biotech companies. Connects people and ideas with business needs to create outsized impact on company and teams. Strategic partner to C-level Executives. Leverages executive coaching skills to develop leaders. Drives employee retention with a scalable and data focused approach. Succession planner. Makes decisions based on data and experience. Facilitates change. A relationship builder who approaches work with creativity, humor and growth mindsets.

## ACCOMPLISHMENTS

### Flagship Pioneering, Cambridge, MA, April 2023 – December 2025

Company creation firm that develops, launches and spins out Biotechnology and Technology companies.

#### Senior Director, Human Resources Business Partner

- **Created and executed organizational design and culture evolutions.** Conceptualized and translated business vision into talent needs and organizational design, partnered with executives (CIO, Head of AI, SVP Finance, CHRO, AI Officer & Scientist-Founders) to create and implement plans for organizational changes in 70% of departments.
- Provided HR partnership with all corporate functions as HRBP including IT, AI, Legal, HR, Finance and Communications.
- Implemented change management and communication strategies to accelerate employee adoption which results in stronger individual and team performance.
- Sought out for coaching and advice on managing high performing employees.
- **Championed a multi-faceted approach for retention resulting in a deeper retentive hold for key talent.** Emphasis on business critical roles and successors. Retained high potential employees through coaching and transparent relationships. Enabled and empowered managers to have customized “stay” conversations.
- **Designed a high-impact retention tool**, described by senior leaders as highly effective and actionable. When tools were leveraged, successfully engage and retain 100% of targeted talent.
- **Lead talent, development, employee experience and employee relations strategies as HRBP to C-level Executives**, Senior leaders, Scientist-Founders and Managers. Held talent reviews, identified top talent and created development strategies.
- Managed complex employee relations (ER) challenges to completion while mitigating risk.
- **Drove early adoption of AI in HR, leading to efficiency and educational gains.** Created AI HR series with Technology partners (starting in 2023) and collaborated with lead AI researchers for HR AI training.
- **Leveraged multiple data sources to improve employee engagement including surveys, focus groups, interviews and deep relationships.** Data created 100% increase in investment in external resources to build career path program.
- **Driver of change across the firm through successful implementation of pilot programs:** Piloted the first corporate employee engagement survey in three functions, lead to the first company-wide survey.
- **Coached new managers in technology start-ups on scaling and team building;** was acting Head of HR.
- First HRBP to partner with L&D team to use modern AI driven tool (Valence) for team building.
- **Creates content related to managing, retaining employees and career development.**
- **Drove strategic business objectives through creating, partnering and facilitating team offsites.** Created engaging experience combining focus on goals and strategy with collaboration and fun for AI team.

**SVB, August 2009 – March 2023**

Public Global Financial Services firm. Grew from 3,000 to 8,000 employees. Innovative, dynamic culture.

**Director, Organizational Capabilities, 9/2021 – 3/2023**

- **Created and ran unique executive talent development program.** Built program blueprint which identified critical roles based on business objectives then identified key talent. Program accelerated development of critical talent to achieve the enterprise strategy through creation of highly customized individual development plans.
- **Developed and retained Executive Talent with implementation and follow through for development plans** which drove higher performance, employee retention and increased readiness for succession roles.
- **Agile developer and communicator.** Developed new solutions and constant improvements for program in agile manner through seeking feedback and making quick iterations, ultimately enhancing employee experience. Drove change management and implemented multiple communication plans.

**Director, Human Resources, 3/2018 – 2/2022; Responsible for largest people portfolio in firm****Senior Human Resources Business Partner, 8/2009 – 2/2018**

- **Defined and executed people strategies** in collaboration with the Chief Risk Officer, Chief Credit Officer, Chief Product Officer, CHRO, CFO, Head of Sales and their organizations. **Plan implementation resulted in new organizational models, a shift to ongoing performance feedback**, higher levels of individual performance and ultimately increased team effectiveness.
- **Led Human Resources activities and integrated functional expertise which enhanced talent related decisions for multiple divisions.** Implemented company-wide changes in structure and talent processes. Boosted leader success by creating change plans, stakeholder involvement and communication plans. Strong partnerships with HR COEs for transparent compensation structure and career pathing, which accelerated decision making and decreased manager involvement by 20%.
- **Selected, coached, developed and retained HR team** including Sr. HRBP and HR Representatives.
- **Proactively addressed performance issues and developed managers** by creating and facilitating training programs that prevented employee relations issues.
- Drove successful talent integration acquisitions (M&A) by facilitating people placement and organizational decisions including recommendations on compensation structure changes.
- Enhanced relationships between senior leaders and teams by encouraging skip-level meetings, which strengthened employee connections and demonstrated action on engagement survey feedback.
- **Successfully rolled out performance assessment programs** from written reviews to ongoing verbal feedback. Reduced employee concerns through piloting, active dialogue and revisions.
- Leveraged data for improved decision-making including creation of dashboards to track turnover by leader.
- **Created and actively managed flexible staffing model** to meet the needs of parents and retirees; program resulted in long-term retention of key talent who would have left the company.
- Provided HR senior leadership in UK during key vacancy; partnered with Head of EMEA and executive leaders; traveled on a bi-weekly basis for twelve months.

**Prior Experience:** Hologic, HRBP (Life Science & Medical Devices), Wachovia, HR Manager

**EDUCATION, TRAINING, SPEAKING & VOLUNTEERING**

**Pennsylvania State University, Masters in Organization Development & Change**  
**LeMoyne College, Bachelor's Degree in Industrial Relations (Human Resources)**

Executive Coaching Coach Launcher Certificate, EZRA

Professional in Human Resources – PHR

Certified in Korn Ferry 360, Strengths Finder

Board Member Disrupt HR Boston (2022-2/2025)

Speaker: Disrupt HR Boston “How to Disrupt Your HR Career” Top 5 most watched video for week

Adoptable Dog Volunteer and Dog Foster (Last Hope K9 2021-2024 and Save a Dog 2025)