



Susan E. Metros, MFA PCC

ICF Professional Certified Coach (PCC) and Career Mentor
IT and Academic Innovation Consultant
Design Thinker and Tinkerer

12715 Seabeach Pl. Unit 1, Playa Vista, CA 90094 | 213.379.1002 | metrosconsulting@gmail.com | metrosconsulting.com

Susan E. Metros offers over thirty years of experience as an educator, having held tenured professorships in visual design and communication and twenty years of higher education experience as an information and educational technology executive and academic leader. She is an International Coaching Federation (ICF) Professional Certified Coach (PCC). She has a deep, heartfelt interest in motivating and inspiring others to discover and maximize their potential and employs creative problem-solving and design thinking methodologies to guide her clients to recognize and reimagine what constitutes a fulfilling life- both professionally and personally.

Professional Coaching and Career Mentoring

As an International Coaching Federation (ICF) credentialed Professional Certified Coach (PCC), coaches and mentors executives and other professionals in leadership presence, management skills, work transition, and career growth.

- Facilitates individual and group coaching sessions and develops and delivers leadership training and professional development programs for education, business, non-profits, and government.
- Serves as an executive coach for New Level Work (formerly BetterManager).
- Awarded the Mellon Award for Mentoring and the EDUCAUSE Leadership Award.
- Higher education clients include individuals and groups at the University of Southern California, University of California Office of the President and UCLA, Riverside, Davis, Santa Cruz, and Irvine campuses, California State University Long Beach and Channel Islands, Cal Arts, Claremont Graduate University, Loyola Marymount University, Michigan State University, Arizona State University, Harvard, Dartmouth, Stanford, Auburn, University of Phoenix, Pima Community College, George Fox University, Midwestern University, North Carolina State University, Miami University of Ohio, and The Ohio State University.
- Businesses include The Body Shop, iRobot, Ottinger Architects, Leo Burnett Advertising Canada, Pack 12, NASA Jet Propulsion Lab, KPCC National Public Radio, Yelp, Yahoo, ByteDance, NextDoor, Chegg, Florida Blue Cross, OptumCare, Private Medical, Malwarebytes, Newell Brands, Inc., Winsight Media, Unique Vacations, Inc., The Public Service Commission of Canada, Orrick, Herrington & Sutcliffe Attorneys of Law, and others.

Strategic Planning and Academic Innovation

Extensive executive-level leadership experience at top-tier public and private universities directing information and educational technology organizations, operations, and services.

- Leads and facilitates enterprise-wide efforts for strategic visioning and planning, organizational transformation and research and development of new and emerging technologies.
- Assists in creating and implementing new models for faculty support, online learning, and learning space design.
- Consults with higher ed leaders on online program conceptualization, planning, financing, development, delivery, and assessment.
- Served on over forty national board of directors, advisory boards, committees, and task forces.
- Authored with over 140 refereed and invited presentations, seminars, and workshops and close to 50 refereed and invited publications. Publishes and presents on educational technology and online learning, leadership and mentoring, creativity and innovation, visual and multimedia literacy, and design.
- Consultancy clients include: Robert Wood Johnson Foundation, deLaski Family Foundation, Education Design Lab, EDUCAUSE, New Media Consortium, Select Equity Group, Citadel Investment Group - Global Equities, Clough Capital Partners, LP, Boston Consulting Group (BCG), Gerson Lehrman Group (GLG), Cengage Learning, University of Wisconsin, Michigan State University, Trinity University, Central Florida University, Florida Polytechnic University, University of Texas at Austin, University of Denver, University of California and Clemson University.

Design and Visual Communication

Classically educated artist and graphic designer with expertise in visual literacy, data visualization, interface design, and user experience. Advises in the areas of branding, presentation design, information visualization, user experience, and educational content creation.

- Accomplished in creative problem solving and design thinking methodologies.
- Principal designer on several international award-winning print, branding, multimedia, and web-based projects.

PROFESSIONAL EXPERIENCE

Susan Metros Consulting, Founder and Principal- Professional Coach and Career Mentor- Los Angeles, CA, 2007-present

Affiliations:

- Executive Coach, New Level Work (formerly BetterManager), San Francisco, CA
- Coach, Thrive Partners, Ltd, London, UK
- Senior Coach, Mindbeat, London, UK

The University of Southern California, Los Angeles, CA, 2007-2017 (Retired)

- Director, Remote Learning Programs, The USC Roski School of Art and Design
- Associate Dean, The USC Jimmy Iovine and Andre Young Academy for Arts, Technology, and the Business of Innovation
- Interim Chief Information Officer, The USC Marshall School of Business
- Associate Vice Provost for Information Technology Services and Deputy Chief Information Officer, Technology Enhanced Learning, Information Technology Services
- Professor of Design Practice, USC Roski School of Art and Design, Professor of Clinical Education, USC Rossier School of Education, and Research Professor of Communication, USC Annenberg School for Communication and Journalism

The Ohio State University, Columbus, OH, 2001-2007

- Interim Chief Information Officer
- Deputy Chief Information Officer and Executive Director for eLearning
- Professor of Design Technology (tenured), Department of Industrial, Interior and Visual Communication Design

The University of Tennessee, Knoxville, TN, 1984-2001

- Assistant Vice President for Educational Technology, University of Tennessee System
- Director of Innovative Technologies Center
- Professor of Design (tenured)

Michigan State University, East Lansing, MI, 1980-1984

- Associate Professor of Art (tenured)

EDUCATION

M.F.A. Graphic Design (Terminal Degree), Michigan State University

B.F.A. (High Honor) Painting and Drawing, Honors College, Michigan State University

Additional Credentials:

- International Coaching Federation (ICF)
 - Professional Coaching Certification (PCC), 2019-present
 - Associate Certified Coach (ACC), 2016-2019
- Certified Professional Life Coach, Certified Life Coach Institute
- InterviewFocus Coach Certification
- The Program on Negotiation for Senior Executives, Harvard University
- EDUCAUSE Frye Leadership Institute Fellow
- Committee on Institutional Cooperation Academic Leadership Fellow
- Apple Distinguished Educator, Apple Computer, Inc.