



SUSAN CROSBY

Senior Account Executive

Susan Crosby began her career in Workforce Solution in 1989 as an Unemployment Investigator with the Texas Workforce Commission (TWC). During her tenure at the TWC, Susan gained knowledge of the Texas Unemployment system and developed a passion for employer education.

In 1994, Susan joined the team at Corporate Cost Control. Initially, Susan managed the entire process for her CCC clients. Susan responded to unemployment claims, represented them in unemployment hearings, and provided client training to assist them in improving client results.

Determined to assist clients in minimizing the financial impact on their budget, Susan focused on client education. Susan trained her clients on positive employment practices from hiring to firing. This included proper employee discipline and termination, and other Human Resource (HR) related issues including, employment and payroll law.

This dedication to CCC clients resulted in several promotions, with her final position as Vice President. Susan's superior customer service and HR knowledge led to one of CCC's clients, Carecycle Solutions, hiring Susan as Vice President of Employee Life. In this role, Susan was accountable for all HR related functions within the entire healthcare organization. Susan managed a team of 7 HR professionals and provided training in Healthcare HR matters for CareCycle's Executive Teams and CEO.

In 2017 Susan began working at LifeCare Hospitals as the Director of Human Resources. Susan handled HR the Home Health Division employees in 3 different states and assisted Executive Level Teams in HR matters. LifeCare filed for bankruptcy in February 2020.

LifeCare's unfortunate circumstances brought Susan back home to CCC. In August 2020, Susan accepted the position of Senior Account Executive with our Client Services Team. Susan's specialization in the volatile healthcare industry, depth of knowledge in both Human Resources and Unemployment Cost Management, makes Susan an asset to CCC and our clients.

Susan is passionate about photography and enjoys traveling both domestic and abroad capturing every moment. Susan is also an artisan wood crafter and can be found selling her creations at farmers' markets, when she stays home.

CCC is a national workforce solution provider with offices throughout the United States. CCC works with organizations in all industries both large and small. Contact CCC for additional information.

Toll Free 800.207.6926

www.corporatecostcontrol.com

