



SUSAN C. SWAN
VICE PRESIDENT, BUSINESS
TECHNOLOGY SOLUTIONS

Susan C. Swan is vice president of business technology solutions for Consumers Energy, the principal subsidiary of CMS Energy. She is responsible for the company's information technology organization, including developing and optimizing the company's new SAP-based comprehensive enterprise application and related business technologies, including developing and implementing the Advanced Metering Infrastructure (AMI) program.

Swan was the executive business leader with responsibility for implementing SAP, a business software application that replaced more than 100 aging computer systems companywide and was completed in mid-2008.

Prior to her current role, Swan, a 29-year employee, was vice president of customer operations and managed customer billing, call center operations, revenue recovery, customer assistance, meter reading, commercial and industrial account management, and marketing and customer research.

Before 2003, Swan served as the executive manager of electric services, responsible for field operations for electric transmission and distribution. Previously, she held increasingly responsible positions as an electric operations field manager, commercial services manager, marketing field representative and customer service representative.

Swan graduated from Michigan State University with a Bachelor of Science degree. She completed the Program for Management Development at Harvard Business School in 2002.

She has served on the boards of Junior Achievement, the Lansing Regional Chamber of Commerce and THAW (The Heat and Warmth Fund). She currently serves on the Board of Elder Law of Michigan.

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