

Susana Flores

AREAS OF EXPERTISE / SKILLS

- Contract Lifecycle Management
- Development of Contracting Policies and Procedures
- Public Agency / Public Works Contracting
- Healthcare Contracting
- Public Boards and Brown Act Compliance
- Team Management
- Committee and Board Support
- Native Spanish Speaker

EXPERIENCE

Senior Contract Manager, Managed Care Contracting

September 2022 - Current

Genentech - Oakland, CA

- Develop, implement, and maintain cross-portfolio managed care contracts that drive pricing, distribution, access strategy, and directly impact sales.
- Partner across functions with legal, compliance, strategy, and therapeutic area teams to ensure effective contract execution and risk mitigation.
- Document contract approvals accurately and compliantly, incorporating legal, operational, and financial considerations.
- Lead the development of contract boilerplates and standardized templates to support scalable, cross-portfolio contracting needs.

Manager, Contracting Department

December 2018 - September 2022

Alameda Health System (AHS) - Oakland, CA

- Effectively manage and supervise a team of 3 Contract Administrators and 1 Contract Specialist to ensure the smooth operation of the contract lifecycle for the entire Alameda Health System.
- Oversee and develop an annual contracting division budget ranging from \$850k-\$1M.
- Develop, manage, and ensure compliance with Contract Department guidelines, policies and procedures. Ensure compliance with AHS-wide policies and federal, state, and local regulations as applicable (Centers for Medicare/Medicaid, California Department of Public Health, The Joint Commission standards, TCPA, FPPC, FOIA/CA Brown Act, etc.).
- Coordinated with the AHS Lean/Kaizen team to improve department processes and standard work. Successfully reduced the average contract processing time from 92 days to 40 days within 1 year.
- Interface and educate AHS staff regarding contracting process and requirements which supports the overall reduction of risk and cost of doing business, suggest alternative

scenarios to resolve conflicts, facilitate resolution of issues between interested parties causing delay in completion of necessary contracts.

- Secure AHS annual savings averaging \$1.5M by negotiating with new and existing vendors/contractors.
- Training and onboarding of new Contracting staff as well as Directors, VP's and executives to introduce them to the contracting process.
- Prepare and oversee preparation of all AHS contracts including, but not limited to: construction agreements, master service agreements, professional service agreements, engineering agreements, SAAS (software as a service) subscription agreements, purchase agreements, etc.

Contract Administrator

January 2018 - December 2018

Alameda Health System - Oakland, CA

- Responsible for managing the vendor contracting process which includes working in close collaboration with AHS business owners to understand business needs, determining appropriateness of contract request, identifying most advantageous vehicle for contracting request, and negotiating rates and language within guidelines.
- Review and negotiate in-house and third-party vendor contracts such as Master Services Agreements, License Agreements, Statement of Work, Amendments, Assignments and Extensions, while ensuring contract terms are consistent with company policies.
- Review and negotiation of software IT related contracts as required by Alameda Health System (AHS) working closely with the AHS IT team, while keeping in mind nuances related to AHS's Protected Health Information (PHI).
- Drafting and review of construction related contracts, home care related contracts, durable medical equipment related contracts.
- Facilitating and coordinating the resolution of day-to-day issues regarding contracting and maintenance of vendor relationships.
- In a collaborative manner, support the department to: Develop and maintain current department policies and procedures, execute on department goals and objectives, adhere to annual budget, participate in department's performance improvement activities, and identify opportunities for process improvement.
- Analyze the impact of language provisions, finalize contract documents with appropriate summary information for executive decision and execution of agreements.
- Work on drafting board summaries to be submitted to the Board of Trustees for review and approval for contracts over \$1 million threshold.
- Issue and manage Requests for Proposals for AHS services on an as needed basis. This includes drafting the RFP document, developing scoring criteria with the review panel, serving as the point person, and processing the awarded contract.

Clerk of the Board of Trustees

September 2015 - January 2018

Alameda Health System - Oakland, CA

- Extensive writing and proofreading of Board minutes and agendas, subject to request for review by external/State auditors.

- Coordinate the Board approval process for contracts in excess of \$1 million. Collaborate with General Counsel, Finance and Contracts to secure all documents necessary for approval. Procure signatures as necessary.
- Organize multiple Board of Trustees meetings each month in compliance with Brown Act policies and procedures.
- Oversee Board of Directors budget (\$1M+) to ensure the accuracy of vendor invoices, track expenses, and forecast budgetary needs for the upcoming year. Reduced expenses by evaluating alternate vendors for goods and services.
- Receive all legal documents on behalf of the organization and forward to the appropriate department. Collaborate with Associate General Counsel to complete Public Records Act requests.
- Work closely with the VP of Compliance to ensure compliance and reduce organizational risk related to Conflict of Interest issues. Manage the entire process related to this policy, including policy updates as needed or requested by General Counsel.

Executive Assistant

October 2014–September 2015

Alameda Health System - Oakland, CA

- Supported the Chief Information Officer, Vice President of Quality and Vice President of Human Resources. This included calendar management, meeting preparation, coordination with outside agencies/partners, timecard approval for direct reports, event planning, and budgeting assistance.
- Managed quarterly Quality Council meetings for the VP of Quality, which required coordination across all AHS facilities and vendors/staff. Prepared agenda, meeting minutes, and reports as needed.
- Successfully completed 35+ Contract Requests for IT/IS Division contracts and obtained Finance approval as needed. Facilitated the creation of PO's for approved contracts to ensure timely payment of invoices.

Executive Assistant to Vice President

December 2012–October 2014

Vituity, Inc. (formerly MedAmerica, Inc. / CEP America) –Emeryville, CA

- Supported the Vice President and 3 Regional Directors. Assisted Directors with budget administration, ensuring compliance with corporate policies and procedures as needed.
- Successfully negotiated multiple event hotel and restaurant contracts in order to maximize budget savings.
- Managed the Committee of new Physician Partners including coordination of targeted physician recruitment and retention efforts.
- Worked with Executives to create, edit and finalize key company presentations and communications.

Graduate Program Assistant

January 2008–December 2012

University of California, Berkeley–Graduate School of Education–Berkeley, CA

- Writing and Proofreading experience, including grants and the Federal Education Credentialing renewal application for State review. Close collaboration with the program director to produce necessary reports for FEC renewal.

- Advised current and prospective students to the MA/PhD and professional development programs.
- Coordinated interdepartmental communication and logistics for each semester.
- Event planning for retreats, meetings, workshops and fundraising events.
- Primary vendor contact for purchase orders, payments, reimbursements, invoices and honorariums.

EDUCATION

B.A. Mass Communications, B.A. Ethnic Studies | University of California, Berkeley