

## Susan E. Veal

Director of Operations



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**I am known for being the 'utility player' on the management team and enjoy having the opportunity to work on projects that help engage team members and assist the greater community.**

Susan Veal manages the firm's processes for new business intake, records, and professional compliance. Her 22 years of experience as a litigation paralegal have provided great insight in supporting the legal team in its mission to provide efficient and quality legal services. She works closely with her department to utilize new technologies and find efficiencies for inputting and storing data. Now more than ever, clients are concerned with keeping their information secure, which is the primary reason Susan was selected to serve as the firm's Security Officer. She collaborates with IT and training personnel to ensure policies and procedures are updated when necessary and works strategically with the firm's external partners to keep all employees informed of best practices. Thanks to the efforts of Susan and her colleagues, the firm has achieved the global cybersecurity standard for law firms set by Meritas, a global alliance of independent business law firms. Susan also assists the executive director, managing partner, and management team with a variety of initiatives, including the firm's sustainability program and conference center art gallery. In addition, she puts her journalism background to use by helping publish the firm's monthly employee newsletter.

### Associations

- Greater Chattanooga Area Chapter of ARMA International, Board Member, President, 2021
- Southeast Tennessee Paralegal Association, Treasurer
- Tennessee Paralegal Association, past President
- International Legal Technology Association

### Community

- Chattanooga Women's Leadership Institute
- Family Promise of Greater Chattanooga, Volunteer Coordinator
- St. Augustine Catholic Church

### Education

- B.A., Syracuse University, 1986

## Sidebar

Originally from Rochester, NY, Susan has lived on Signal Mountain with her husband Boyd since 1983. Susan and Boyd raised their three children there and now enjoy spending as much time as possible with their grandsons, Luke and Cooper, who live within walking distance.