

Susan Sherfield has been in the Property Management industry for nearly 40 years. Her most recent position was Vice President of Learning & Organizational Development for Mercy Housing, developing and managing education programs for site employees and leadership development for corporate associates.

Susan has a Master's Degree in Adult Education and Training from St. Joseph's College of Maine. She obtained her Bachelor's Degree from Minnesota State University - Moorhead, and holds the CPM designation through IREM. Susan is a Past Chairman of the Greater Nashville Apartment Association. She is an active member of the National Apartment Association and NAAEI, currently serving as a Region IV RVP, and previously serving as NAAEI President in 2018 & 2019, Vice President 2016 & 2017, as well as being a member of other NAA Committees. She is a NAA Leadership Lyceum graduate. Susan has been a speaker at the NAA Education Conference, Apartment Association Affiliate Education Conferences, and at several AHMA conferences around the country for over 20 years. In 2012, Susan was presented with the ACE Award (Apartment Careers and Education) from the National Apartment Association Education Institute.

She was an adjunct faculty member at Rio Salado College, teaching CAM courses and property leasing online 2006-2017. Susan is certified to administer and interpret several psychological instruments, including the Myers-Briggs Type Indicator (MBTI), the Fundamental Interpersonal Relationship Orientation-Behavior (FIRO-B), & Emotional Intelligence. Susan is also a Gallup Certified Strengths Coach.