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Karen is a Senior Consultant in Segal's Administration and Technology Consulting (ATC) practice, affiliated with Segal's Portland office. She has 30 years of public sector experience and more than 22 years' experience as a leader in pension and health benefits administration. Her experience includes business process design and reengineering, as well as quality assurance, risk management, negotiations, database management, RFP development, program design, project management and implementation, change management, human resource management and DEI benchmarking. Karen has helped individuals, teams and organizations through transitions and has a broad understanding of organizational dynamics. She has worked closely with participants, staff, employers, governing boards, senior management, union leadership and industry organizations, providing administrative reviews, strategic plans, communications and organizational evaluations and developing solutions.

Prior to joining Segal, Karen was the administrator of the Oregon Public Employees Retirement System (PERS) Retiree Health Insurance Program. Previously, she was the Human Resources Director, administered the Diversity, Equity and Inclusion program and held a variety of leadership positions in the pension program, including in Membership and Employer Relations, IT and central administration.

Karen received her BS *cum laude* in Psychology from the University of Oregon (Eugene, OR) and her MPA from Lewis & Clark College (Portland, OR). She is a Change Management Registered Practitioner through AMPG International.