Susan's background is in education. She taught high school Home Economics for 19 years and then went on to get an MLS and moved to the elementary library before retiring in 2002.

She started making handmade soap after seeing a soapmaker at a craft fair in 1997.

She researched the process and made soap for 2 years before launching her first soap business: Creekside Soaps in 1999.

In the early days of the internet, there were very few suppliers of soapmaking ingredients and equipment, including soap molds and soap cutters for the small soapmaker. So Creekside added husband Pentti to the business to design and make both soap molds and cutters for Susan and for other soapmakers on the internet. After some time wooden soap dishes were added to the inventory and were sold wholesale to small soapmakers around the country to sell with their soaps at craft fairs and markets.

She started selling soap locally at the farmer's market in Peekskill, NY. And has now been selling both wholesale and retail for over 20 years. Just before the pandemic the business moved to the Farm at Worlds End and continues to thrive.

Susan has been teaching soapmaking for over 10 years and doing private consulting for those wanting to start their own business.