

KAREN KIMI HIROTSU ZIEMSKI, MBA, PMP, CSM

www.linkedin.com/in/kimihirotsuziemski

kziemski@ksppartnership.com

(925) 639-4564

SUMMARY PROFILE

Ms. Ziemski has delivered strong revenue attainment (162% increase over 3 years) and protection (86-92% client retention) by use of a complementary blend of technical team leadership and interpersonal and sales skills. She is a professional speaker and facilitator for civilian and military clients. Utilizes a range of effective skillsets ranging from managing teams to client-facing responsibilities in developing and delivering technical-based products. High-concept, visionary style – distills complex themes for broad/targeted appeal.

HIGHLIGHTS

- Successful in relationship building and leveraging connections across boundaries to drive results
- Account management and customer service resulting in client retention levels of 86-92%
- Received 98% satisfaction rating for product delivery 95% of the time
- Drove revenue attainment of 162% increase from a base annual revenue level of \$3.4M
- Successfully managed all aspects of business from business development, recruiting, and directing work efforts of team members on and off client sites
- Customized and implemented user interface designs for on-premise voice, voice/data and Central Office based multimedia teleconferencing solutions for clients with global populations
- Stakeholder-oriented - with an objective-focused outlook
- Adaptability to provide instruction to diverse audiences and subject areas ranging from executive coaching and leadership to basic project management
- Leadership-centric project management – employing best-practices from Agile, waterfall, eXtreme and Prince2
- Project management subject matter expertise – with outstanding ability to share the knowledge

PROFESSIONAL EXPERIENCE

KSP PARTNERSHIP, Aurora, IL

Project Manager Facilitator

4/2016 – PRESENT

Successfully drove new business development and managed all aspects of running the enterprise; including client engagement for development and delivery of leadership-centric project management courses, speeches, and webinars, including classical, Lean, Agile, and eXtreme Lean tools and techniques.

- Created and published framework for creating high-performance project cultures
- Implemented key success parameters framework for new product development teams
- Designed and delivered webinars, seminars, and speeches on key success parameters
- Drafted and delivered pilot for NOAA initiative for greater internal customer service levels for a 1.5 raise in 5 point survey results
- Cultivated and developed client relationships for continued business development
- Managed business from social presence to client delivery
- Developed and delivered executive services training to C-level executives and staff

Energizing Enterprises, San Francisco, CA

Project Management Coaching

5/2002 – 6/2016

Consulting, coaching and course delivery for Fortune 500 clients and agencies in the areas of project management as well as leadership and management.

- Delivery rated at the top levels of performance
- Top performance for onsite customization of materials to meet client requirements
- 60% lead generation rate after product delivery
- Development of project management knowledge area testing for intelligence agency
- Utilized formal psychometric testing methodologies to develop subject matter exams for CIA
- Creation, piloting, marketing, and presenting 12 courses over five years as a PMI Registered Education Provider

PMSI/Project Mentors, Atlanta, GA

Senior Project Management Facilitator

11/2000 – 5/2002

Delivery of beginning and advanced accredited project management curriculum to Fortune 200 clients.

- Increased engagement levels for three major clients by 27%
- Consistently rated as one of the top 10% of facilitators nationwide
- Provided direct sales support in demonstrations and technical discussions

AT&T, San Francisco, CA

Senior TeleConference Account Manager

6/1982 – 11/2000

Created revenue, managed account management and product management for multi-national companies headquartered in nine Western states supporting the multi-media conferencing product house. Customer interface, project management of product development and delivery, and post-sale support in maintenance of revenue stream.

- Drove revenue attainment of 162% increase from a base annual revenue level of \$3.4M
- Technical Sales skills enabling a 30% quicker close on new business than previous 5 years
- Shortened sales cycles by 12% by developing and delivering new product training to sales staff
- Developed and maintained strategic client relationship resulting in \$300M in revenue
- Developed and delivered executive services training to C-level executives and staff

SKILLS

Project Management	Product development and introduction, phone and data systems installation including transition to client-based maintenance, creation of project plan-based account management and territory plans, project leadership training for team members, PMI Leadership Institute Meeting training for volunteer leaders, lead major event teams for local PMI Chapter (SFBC)
Coaching	Executive presentation skills, briefing, team dynamics, and team leadership, strategic planning and implementation
Account Management	Served accounts such as Hewlett-Packard, IBM, Sun Microsystems, Thomas Cook Travels, North Face, Sierra Designs, Xerox
Other	PMI-NJ Symposium keynote speaker, Premier CIO Forum sessions facilitation, courseware development

BOOKS PUBLISHED

Women in Technology – Are We Going Two Steps Forward and One Step Back?	2017
Culture's Competitive Edge: The Keys to Sustained Organizational Growth (co-authored)	2017
From Analyst to Leader: Elevating the Role of the Business Analyst (co-authored)	2007
Contributed to the 4 th Edition Project Management Body of Knowledge	2013
When Opposites Collide – Leadership Beyond Gender	2009

CERTIFICATIONS

Project Management Professional (PMP) 2/9/2002-2021	Certified Scrum Master 5/11/2015
Myers-Briggs Type Indicator Administrator 6/2003	

PROFESSIONAL AFFILIATIONS

PMI, PMI Chicagoland Chapter, PMI San Francisco Chapter (2002-2013)

VP Community Services - PMI San Francisco Chapter

Chicago SIM Chapter

Toastmasters National

National Speakers Association

Vistage Speaker (audiences of CEO & direct reports)

Premier Connects Speaker (audiences of CIO/CTO/CISSO and direct reports)

EDUCATION

MBA - Project Management Aspen University	Bachelor of Science (BS) – IT Management American Intercontinental University
Master's Certificate Project Management George Stephens Technical Institute	Master's Certificate Sales & Account Management AT&T School of Business