

C-Level Officer

Managed Service Revenue Growth / Digital Transformation / Customer Strategy / Team Performance & Development

C-Level Leader with significant operating experience and Board of Directors credentials. Multi-discipline senior executive who has scaled and led B2B service businesses. Strategically transformed and scaled businesses through organic growth, intentional customer experiences, enterprise risk management and disciplined operational delivery.

Areas of Expertise

- Scaling Revenue & Profit
- Digital Transformation
- MRR Product Development
- Customer Experience
- Board Governance
- Building Strategic Partnerships
- Shareholder Development
- Communication and Branding
- Building High Performing Teams

Career Experience

HSS Inc, *Physical and Virtual Security Services and Solutions provider*

2018 – present

CEO (promoted from COO); Board Member (Strategic Planning, NomGov)

Recruited to spearhead aggressive business transformation and expansion including digital transformation and managed services offerings. Promoted to CEO after 18 months. Focused on creating the next generation of innovative security managed services for facilities management clients in hospitals and airports. Leads a diverse team of managed service professionals to create safe, secure environments wherever HSS serves, including many high-risk environments. Currently implementing a transformation strategy from culture, governance, capitalization downstream to product offerings and operational structures.

Focused on capitalizing on core business EBIDTA improvement opportunities and margin accretive new business technology solutions. Assessing macro trends in digital transformation to define strategic options, forge internal/external relationships, define operational capabilities and talent competency impact, and facilitate decision-making at the Board, executive and operating level.

- Leading the design and implementation of our digital transformation play, which will transform HSS into new managed service product lines with >25% margin.
- Revamping operations, streamlined customer processes, renegotiating key customer contracts, updated financial tracking and implementing sales tools leading to targeted margin improvement and improved employee experience

Peak 10 + ViaWest *Data center and cloud IT service provider*

2015-2017

Vice President, Client Engagement; Client Advisory Board architect

Led company-wide client experience, architecting and implementing the client-centric approach in support of our mission - “help our clients transform their IT infrastructure into a competitive advantage.” Orchestrated the successful development and implementation of the post-sale account operations into a value-added revenue growth option. Created a new business model, product/service offerings, value proposition and competitive marketing approach. Led post-merger customer integration.

- Drove 25% of sales through lead generation in existing accounts and support team restructure
- Crafted an aggressive plan to integrate account management and operations post-merger
- Delivered 10% YOY NPS improvement, built an “outside-in” client experience program

Newmont Mining Corporation, *Fortune 100 gold mining company*

2010 – 2015

Senior Director, Investor Relations

Investor Relations lead during a CEO transition and M&A activity. Developed and delivered a refreshed strategy, communication plan and investment thesis highlighting the improved business strategy in the current low gold price environment. Delivered several improved ratings outlook upgrades.

Chief of Staff, Office of the CEO

CEO appointed, leveraged professional services background to drive change into the business and to broaden international business acumen across our dozen global operations (Ghana, Peru, Australia, New Zealand and US). Awarded Executive MBA program sponsorship.

- Achieved \$1B in savings over 2 years with corporate-wide cost transformation program
- Led the SAP F&P redesign and redeployment to simplify financial metrics across the business. Delivered on-time and 20% under the \$25M budget, managing a staff of 35

Accenture, Fortune 100 Consulting Firm

1996-2010

Outsourcing/Professional Services Executive

Managed outsourced functions internationally across a variety of industries and disciplines, focused on turn-around client situations. Responsible for managing a multi-year, margin-driven P&L.

- High Tech Accounting Shared Service - Supervised > \$20M revenue annually and 300 FTE's; Launched client finance operations in Argentina, India, China and Poland
- Utilities Customer Care, Billing and IT Operations Reduced cost 25% in Year 1; Supervised > \$6M revenue annually and >200 employees
- Telecom Customer Care Delivered 18% operational spend reduction in 1,600 Philippines technical call center through AHT and FCR improvement
- Represented top 1% management in International Leadership Development Cohort

Customer Relationship Management (CRM) Professional Services Executive

Founding member of Accenture's CRM Global Leadership Council, focused on Accenture's go-to-market strategy development. Lead member of the sales enablement practice. Versed in customer experience models, change management, software automation, process re-design and ROI

- 200% YOY improvement in JD Powers through innovative customer experience program
- Delivered \$80M in benefits over 5 years through a simplified Go-to-Market Strategy
- Developed and launched a sales organization for ISP start-up.
- Drove 7% YOY increase in employee engagement scores (Community Lead)

Professional/Community

- Urban Peak, Board of Directors, Board chair, led CEO search; nonprofit helping youth exit homelessness safely
- Colorado Inclusive Economy, Founding Member (2019 – current) building an economy that works for all
- Denver Business Journal, Outstanding Woman in Business 2020 Mile Hi Leader and Most Admired CEO; ColoradoBiz Magazine 2020 CEO of the Year finalist
- Colorado Governors Fellows Program (CivicCo, FKA Quarterly Forum) Inaugural inductee; Improving public service through increased engagement of private, nonprofit and public sectors
- Colorado Technology Association, C-Level @ Mile High celebrity; member and volunteer
- NACD member

Education

University of Denver Executive MBA Daniels College of Business, (2014); BA Public Relations (1996)

Kirsten is married to Bradley and together they have three mostly phenomenal boys and a demanding Labrador rescue dog. She loves to cycle, ski, practice yoga, read and cook. And in 2020, also perfected her skills teaching on-line learning to (her) unwilling middle-schoolers.