

## Value Proposition

With over 15 years of experience working with and for Fortune 100 companies, as well as in numerous international arenas, Kim Taylor has extensive knowledge of what is required for success in business and in life. In 2005, she decided to bring this knowledge to the marketplace in a formal offering and launched The Taylored Approach™. Services include executive leadership coaching, young professional's development seminars, and keynote speaking. Having spent many years coaching executives and mentoring young professionals, she has created a comprehensive system for assisting clients to build their personalized plan for attaining the highest levels of professional demeanor and focus. Some of the programs include **The Entrepreneurial Mindset: Managing Your Career As If It Were a Business**; **Making the Move: Getting from Where You Are Today, to Where You Really Want to Be**; and **Survival Skills 101: Strategies for Succeeding in Corporate America and Beyond!**

## Summary of Education and Experience

**Formal Education:** M.B.A. (Master of Business Administration) – Strategy and Change Management - University of Pittsburgh, 1996  
M.P.I.A. (Master of Public and International Affairs) – Economic & Social Development - University of Pittsburgh, 1996  
B.A. in International Relations – Latin American Affairs - University of California at Davis, 1991  
A.A in Liberal Arts – San Diego Mesa Community College, 1989

**Business Leadership:** Certified Professional Consultant  
Outstanding written and verbal communications; exceptional public speaking skills  
Articulate business entrepreneur with vision, talent and experience  
Leadership, Management and Planning Trainer  
Expert in tactical and strategic planning and prioritization; use of creative problem solving methods  
Extensive program management, resource allocation and personnel management skills and experience

**International Expertise:** Fluent Spanish; Certified in Spanish Language and Communication – Foreign Language Institute  
Lived, worked and traveled in over 30 countries in Latin America, Middle East, Europe, Africa, and Asia Pacific  
Extensive cross-cultural negotiations, partnering and reconciliation experience

**Professional Associations:**  
Member, USA Today's Entrepreneur's Panel  
Member, Board of Directors – Hostelling International, Chicago  
Member, Board of Directors – University of Pittsburgh Alumni  
Member, National Association of Women Business Owners  
Member, World Future Society  
Member, University of Pittsburgh KGSB Alumni  
Member, National Returned Peace Corps Volunteers  
Division Governor, Toastmasters International (2007/2008)

## Summary Professional Activities

### The Taylored Approach™

Chicago, IL

June 2005 – Present

**Owner and Principal Consultant** – Summary Information:

- The Taylored Approach™ offers professional leadership coaching in individual or group sessions and workshops. Services offered focus on various aspects of professional leadership such as public speaking, facilitation, delegation and accountability, and personal career management.
- All programs and client services were developed by Kim Taylor and are based on years of success in both corporate and international business environments.
- Visit [www.TheTayloredApproach.com](http://www.TheTayloredApproach.com) for more information on current offerings and client history.

### Mobile Medical International Corporation

Chicago, IL / St. Johnsbury, VT

June 2003 – May 2005

**Vice President, Sales & Marketing** – Summary Responsibilities and Results:

- Renovated entire sales management process, thereby exceeding the company's 10 year sales history in less than 24 months.
- Conducted in-depth analysis on company's competitive environment, potential markets, and business priorities; refocused resources on markets where company could succeed, resulting in triple-digit growth in sales and dramatic change in inquiry-to-closure sales ratio.
- Determined and implemented strategy and structure for pursuing domestic and international sales, including setting up international partnering agreements and international sales process coordination.
- Directed the creation of all new sales and marketing materials, as well as planned and supervised the company's website re-design.
- Directly responsible for multiple international sales efforts which resulted in over \$6 million in sales in less than 6 months.

**IBM Corporation**

Chicago, IL / Detroit, MI

**January 1997 – April 2003****Global Client Executive for IBM Sales & Distribution Organization – Summary Responsibilities and Results:**

- Managed global relationship between the IBM Corporation and two Fortune 100 pharmaceutical companies headquartered in Chicago, IL.
- Set team strategy for generating over \$50 million dollars per year in sales, across IBM's portfolio of services and solutions.
- Managed both the domestic and international account sales processes to ensure a coordinated strategy within each account.
- Developed and maintained relationships with C-level Executives in order to definitively understand client business needs and ensure prominent IBM standing in accounts; developed and executed on strategies to further the IBM / Client partnership.
- Assisted cross-functional team members in creating and implementing local account plans and objectives.

**Associate Principal for IBM Global Services – Summary Responsibilities and Results:**

- One of twelve business leaders responsible for setting strategic and tactical direction of IBM Chicago Center for e-Business Innovation; developed strategic direction of Center from concept to fully operational delivery organization of 135 people.
- Designed and managed delivery of end-to-end solutions for Fortune 500 clients; coordinated the skills and services of numerous organizations within IBM to ensure highest client satisfaction.
- Managed the delivery of service contracts including client relationship management, overall project, contract and financial management, and development of follow-on service contracts.
- Developed and conducted Consulting and Project Management training workshops for Center personnel.

**Certified Consultant and Project Manager for IBM Global Services – Summary Responsibilities and Results:**

- Created and delivered solutions which mapped directly to client requirements and which were devised to bring maximum value to the client organizations.
- Managed the business and technical delivery of numerous client projects including personnel, planning and scheduling, performance tracking, issue mitigation, quality assurance, change management and contract financial management.
- Drove the development of client e-business solutions such as website design and development for both B2B and B2C strategic business initiatives, legacy application integration, and management of third party component integration.
- Managed project profitability, schedule, and personnel to exceed client expectations and increase value derived from initiative.
- Conducted risk analysis to ensure successful delivery of project requirements.
- Actively creating and sharing project assets in order to leverage the value of IBM Intellectual Capital across projects and enable IBM to value-price these assets on other client engagements.

**Global Client Representative for IBM Sales and Distribution Organization – Summary Responsibilities and Results:**

- Responsible for re-establishing business relationship between IBM and the Ford Motor Credit Company (FMCC) and its subsidiaries; repaired damaged relations resulting in numerous and significant contracts between the two companies.
- Re-established relationship with FMCC C-level Executives, directors, and managers through continuous, responsive interaction, resulting in the re-integration of IBM as viable strategic planning partner.
- Engaged appropriate IBM organizations and subject matter experts to bring to bear on client business and technical requirements across the spectrum of departments in the client organization.

**Tripp, Umbach & Associates Consulting**

Pittsburgh, PA

**February 1995 – July 1995****Project Coordinator and Spanish Translator - Summary Responsibilities and Results:**

- Analyzed market research data resulting in order identification of key trends for client hospitals.
- Developed business strategies for client hospitals.
- Coordinated client focus groups to address needs identified in market research.
- Translated client surveys and presentations to/from English/Spanish.

**United States Peace Corps**

Honduras, Central America

**February 1992 – May 1994****Health and Nutrition Volunteer / Child Survival Project — Summary Responsibilities and Results:**

- Identified and prioritized the use and distribution of scarce resources across large territory of remote communities in need of healthcare services and programs.
- Refined and implemented a project plan for bringing health and nutritional education and activities to a large territory of remote communities in the Eastern Region of Honduras.
- Coordinated Honduran Ministry of Health activities with Peace Corps and other non-governmental organizations' efforts to ensure the smooth allocation of resources and rapid transfer of skills to community members.

**University of California, Davis**

Davis, California

**August 1990 – June 1991****Resident Advisor — Summary Responsibilities and Results:**

- Supervised residence hall containing 70 undergraduate student residents; ensured safety of students and adherence to school policies.
- Developed and conducted educational and community programs for students throughout school year; advised students on academic planning and leadership skills.