

Consultant Portfolio

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About Dr. Kim

I am a strategic organizational consultant with over 20 years of leadership experience in healthcare, nonprofit management, and SaaS environments. My mission is to help organizations transform systems, elevate leadership, and embed equity into every layer of their operations. I have a proven track record of strongly nurturing and growing client and stakeholder relationships. Along with my corporate experience, I have years of nonprofit leadership experience and I have completed several program evaluations and strategic plans as a result of these experiences. A Doctorate in Organizational Leadership and a Master's in International Peace and Conflict Resolution, I blend academic rigor with practical, people-centered solutions.

Value Proposition

- Equity-centered strategies that improve culture and outcomes.
- Operational excellence and change management rooted in data and stakeholder engagement.
- Leadership development and coaching that build confident, accountable teams.
- Self-contained LMS that clients can access and track learning (live and asynchronous).
- Custom course creations and learning plans.
- Fractional services with no benefit costs.
- Live/Virtual Training on ANY shift

Core Services

Corporate Solutions	Nonprofit Solutions
<ul style="list-style-type: none">• Organizational Strategy & Change Management• Leadership Development & Coaching• Data Analysis & Performance Optimization• SaaS Implementation & Process Improvement	<ul style="list-style-type: none">• Equity-Centered Solutions & Pay Equity Planning• Inclusive Leadership Development & Facilitation• Community Engagement & Capacity Building• Trauma-Informed Organizational Planning

Fee Schedule

Basic Services (Starting \$150/hr):	Customized Services (Varied Pricing):
<ul style="list-style-type: none"> Core Services - without extensive customization Basic LMS Content - Soft Skills [Access for the life of the engagement] Fractional Services 	<ul style="list-style-type: none"> Core Services - without extensive customization Custom LMS Content [Access for the life of the engagement] <ul style="list-style-type: none"> Custom Courses [Starting at \$2,500/course] Custom online/in-person training [Varies] Focus Groups/Panning Sessions

Service Packages

Pricing is customized by scope. Standard hourly: Minimum \$150/hr. **Minimum 10% retainer required for packages.**

Corporate SaaS Packages	Organization Packages
Operational Excellence Accelerator <ul style="list-style-type: none"> 16-20 weeks • Process assessment, KPI design, change roadmap • Deliverables: Current-state analysis, target-state design, rollout plan 	Equity & Inclusion Blueprint • 16-20 weeks • Equity audit, policy review, pay equity framework • Deliverables: Findings report, inclusive policy toolkit, action plan
Customer Success Leadership Sprint <ul style="list-style-type: none"> 8-10 weeks • Team capability map, coaching, playbooks review Deliverables: CS operations playbook, coaching plan, metrics dashboard 	Strategic Planning Lab <ul style="list-style-type: none"> 10–16 weeks • Stakeholder input, mission alignment, measurable outcomes Deliverables: 3–5 year plan, KPI framework, implementation roadmap
Data-Driven Transformation <ul style="list-style-type: none"> 12–20 weeks • Analytics, segmentation, reporting automation Deliverables: Executive QBR deck, dashboards, adoption plan 	Capacity-Building Cohort <ul style="list-style-type: none"> 12–20 weeks • Training series, coaching circles, process improvement Deliverables: Training curriculum, facilitation guides, evaluation tools

Additional Engagement Options

Recurring Operational Support: advisory, coaching, and light analysis, project management and implementation support; comprehensive transformation program support, etc.

Monthly blanket fee charged.

Methodology - D5 Service

Discover: Stakeholder mapping, surveys, and baseline metrics.

Diagnose: Qualitative/quantitative analysis, equity lens, opportunity framing.

Design: Co-create frameworks, policies, and training aligned to outcomes.

Deliver: Pilot, implement, and enable with toolkits and dashboards.

Debrief: Evaluate impact, capture learnings, iterate for sustainability.

Selected Case Studies

Healing Transitions: Equitable Compensation & Role Alignment

Context: Conducted qualitative data analysis of staff interviews and exit surveys to understand pay equity and role clarity. Approach: Thematic analysis, job description development for every position, and recommendations for a transparent compensation framework. Outcome: Organization-wide plan for equitable compensation and clearer job roles enabling future hiring and retention strategies.

Well Spouse® Association: Engagement & Content Strategy

Context: Supported membership engagement through social media, website, and email content (Constant Contact). Approach: Planned and implemented content calendar; aligned messaging with mission and community needs. Outcome: Improved visibility and program coordination, with structured marketing practices for sustained outreach.

Nancy's House: Strategic Plan & Organizational Growth

Context: As Executive Director, led strategic implementation and operations across service locations. Approach: Designed a 10-year strategic plan, advanced inclusivity, and managed social media, newsletters, and webinars. Outcome: Enhanced program effectiveness and public presence through aligned strategy and consistent communications.

Poll Everywhere: Customer Success Team Leadership

Context: Senior Manager overseeing a multi-level CSM team in a SaaS environment. Approach: Data-driven coaching, process optimization, cross-functional collaboration with Sales/Marketing/Product/Engineering. Outcome: Standardized practices and performance accountability across GRR, NRR, and CSAT metrics.

Relias: Enterprise Consulting & Training (Health & Human Services)

Context: Consulting liaison to enterprise clients spanning community health, public safety, IDD, MH, education, acute and post-acute care. Approach: Delivered technical training, built curricula in LMS, analyzed large datasets, and led executive QBRs. Outcome: Improved adoption and informed decision-making through data and tailored education.

Testimonials

"Kim truly leads by example. She will get down in the trenches with us, roll up her sleeves, and ask what she can do to help no matter how full her plate is. I genuinely am in awe of how much she handles and how well she handles it all! And through all of that, she advocates so strongly for her team's needs- as a team, and as individuals." -Sam

"She is dedicated, empathetic, a visionary, and superb at process improvement and she leads by example. She also has a way of just making work more positive... she has made the employees inspired, empowered, and happier." - Kamaria

"I felt listened to and that what I had to say was important. Dr. Kim and her team put forth the effort to make you feel comfortable, and I really feel like they want to make change to make our organization better. I wish I could do another focus group!" -Healing Transitions Staff Member