

## JAMES H. KILLIAN

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**PROFESSIONAL SUMMARY.** 20+ years consulting, sales and delivery excellence. Industrial/Organizational Psychologist. Sales leader. College professor. Deal maker. Record breaker. Brand builder. Evangelist. Experience Management expert. Influencer & thought leader. Strategist & facilitator. People connector. Positivity catalyst. Joy promoter. Team player. Coach & mentor. Utility player.

**Qualtrics, LLC San Francisco, CA October 2018 to Present**

Principal of EX Solution Strategy & Global Head of Talent Experience Solutions

- Growth of overall global EX business resulting in a five-year increase from 500 EX customers to 7700, improved renewal rate from 50% to 93%, and accelerated annual revenue from \$18M to \$192M (2018-2023).
- Lead NA Enterprise achieving 129% of plan for 2021 and 108% of plan for 2022, 92% YTD 2023
- Creator and Commercial business leader for Candidate Experience Solution, including content development, validation, partner enablement and financial outlook. Beat 2021 plan at 108%, and delivered 65% YoY growth in 2022, totalling over \$25M in bookings since creation in late 2020
- Author articles, academic publications, lead Webinars, public speaking and brand-building with marketing on topics such as Employee Engagement & Experience, Candidate Experience, Diversity, Equity, Inclusion and Belonging, the physical and digital work space and others resulting in \$35M pipeline
- Enablement of sales, sales leaders and Qualtrics business partners to drive market consumption

**Michigan State University East Lansing Michigan February 2023 to Present**

Professor of Practice

- Course instructor in the Broad College of Business, [Masters in Customer Experience Management](#) seeks to improve the experience management acumen of EX & CX professionals

**IBM Kenexa (Divested to Qualtrics) San Francisco, CA April 2015 to August 2018**

Worldwide Leader | Talent Engagement & Assessment March 2017 to August 2018

- Global business leader overseeing go-to-market activities including lead generation, sales, channels and consulting
- Oversee relationship expansion within IBM Global Business Services and business partners to create hybrid SaaS/Services offerings to expand worldwide footprint
- Executed the exit and subsequent divestiture of the Kenexa Survey business to Qualtrics LLC

North American Brand Leader April 2015 to March 2017

- North America leader overseeing lead generation, deal progression and closes for Kenexa SaaS offerings across 33 sales reps in the U.S. Industrial Market Segment
- One of only two IBM business units to beat plan during the largest restructuring in IBM history April 2015-July 2016, growing regional sales over 900% in two quarters

**Findly Talent, LLC (startup acquired by Symphony Talent) December 2013 to April 2015 San Francisco, CA**

Vice President

- Built key leadership and sales leadership roles, defined sales team structure for practice and set goals leading to average quarterly attainment of 145% of plan
- Launched first-ever partner franchise model and secured 100% of key distributors
- Led the charge to significant cross-product wins including assessment, applicant tracking system, talent community software and professional services (research, branding and creative)

**Chally Group Worldwide (acquired by Sparkhire) February 2009 to December 2013 Dayton, OH**

Vice President Global SaaS & sales consulting firm focused on improving performance across sellers, service, and leadership. Reporting directly to the CEO and Board:

- Directed corporate strategy, research programs and product development as member of the senior leadership team, including vertical focus and tactical execution of business plan
- Co-led the sales organization supporting direct, indirect sales and pre-sales activities
- Assessed individuals, teams and global workforces using assessments, cognitive measures, surveys & performance metrics. Conducted interviews and focus groups with key stakeholders, prepared analyses, recommendations and best practices
- Led product development and refinement & oversaw all training and certification programs

**Hogan Assessment Systems, Inc. April 2006 to January 2009 Tulsa, OK**

Director

- Developed \$1M book of via sales opportunities via direct and channel sales, client management, and oversight for IT and delivery
- Led offering development of SafeSystem©, product resulting in a 17% increase in revenue.
- Executive assessment, coaching, team building and action planning, individual development Assessment, 360 and cognitive feedback, succession planning and hi-potential projects
- Designed and conducted professional certification workshops and advanced workshops on model development, 360 linkages, and individual development plans

**CWH Research, Inc. (acquired by I/O Solutions) August 2003 to April 2006 Englewood, CO**

Consultant

- Managed clients and developed business, analyzed job analysis and focus group data and prepared reports and recommendations for senior executive leaders.
- Prepared proposals, responded to RFPs, conducted sales & training presentations and secured contracts. Designed tests, assessment centers and physical ability tests.

**EDUCATION**

*Doctor of Philosophy / Master of Arts - Industrial/Organizational Psychology University of Tulsa*

*Bachelor of Science - Psychology Texas A&M University*