

# JAMES H. KILLIAN

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**Professional Summary.** Strategic leader with a proven record of driving measurable business outcomes through innovation, scalability, and customer-focused solutions. Transformed organizational performance by developing solutions yielding an 11x revenue growth with multiple acquisitions. Designed and launched pioneering programs in employee engagement, leadership, and customer experience, creating scalable, lasting value for global clients. Recognized as an industry leader in employee experience, leadership and talent transformation, with a demonstrated ability to tackle complex challenges. Combines exceptional communication, adaptability, and results to deliver meaningful impacts across teams and customers.

**HSD Metrics** *San Francisco, CA February 2024 to Present*      Managing Director | Growth & Innovation

- Lead product and GTM strategy and execution, increasing revenue by **4x**, pipeline by **7x** and average deal size **by 67%** in the first 6 months. Increase total pipeline **by over 5X** by 2025 start
- Revitalized partner program, recruited and onboarded partners from the Qualtrics Partner Network to ensure customers had cost-effective tech options with superior delivery experiences
- Established AI roadmap and forged partnerships with AI thought leaders and innovators to upgrade data visualization and report options
- Upgraded culture to become high-performance; eliminated and replaced poor-performing teams

**Michigan State University** *East Lansing Michigan February 2023 to Present*      Professor of Practice

- Founding faculty member and instructor for innovative M.S. in customer experience management

**Qualtrics, LLC** *San Francisco, CA October 2018 to January 2024*

Go-to-Market Leader (Promotion; June 2020-January 2023)

- Lead NA Enterprise achieving **129% of market plan** for 2021, **108%** for 2022, and **143%** for 2023
- Creator and commercial business leader for Candidate Experience product, including content,, validation, partner enablement and financial outlook, resulting in over **\$25M in bookings**
- Brand-building through thought leadership, Webinars, public speaking, on Employee Engagement & Experience, Candidate Experience, DEIB, Leadership Development, EX+CX strategy, the physical and digital workspace producing a total of **\$105M of net new pipeline** (2020-2023)

Principal | EX Solution Strategy @ SAP Qualtrics (Promotion; September 2019-May 2020)

- Drove global Qualtrics adoption throughout acquiring company SAP, delivering **65% YoY growth**
- Enablement of sales, sales leaders and business partners to fuel market consumption, resulting in over **\$60M in net-new revenue** as a cross-sell initiative with SAP Bill of Material (BOM) sales

Principal | EX Solution Strategy (October 2018-August 2019)

- Founder of EX business; exponentially grew customer base (2018-2023)
  - Grew 500 customers to **over 7700**
  - Improved **renewal rates from 50% to 93%**

- Accelerated annual revenue **11X (from \$17M annually to over \$195M annually)**

**IBM Kenexa (Acquired by Qualtrics) San Francisco, CA April 2015 to September 2018**

Worldwide Leader | Talent Engagement & Talent Management (Promotion. March 2017-September 2018)

- GTM including product, sales, channels and consulting, inclusive of adoption and expansion within IBM Consulting and business partners to expand global footprint. Exceeded targets.
- Executed acquisition of the Kenexa Survey intellectual property to Qualtrics

North American Brand Leader | Kenexa Talent Analytics (Promotion. July 2016-March 2017)

- Watson Talent pre-sales solution expert in Industrial Business Division. **Delivered 147% growth**

Principal | Western Region - Enterprise Talent Solutions (April 2015-June 2016)

- Grew regional sales over **900% in two quarters**
- One of only two IBM business lines to beat plan during the largest restructuring in IBM history

**Findly Talent, LLC (acquired by Symphony Talent) January 2014 to April 2015 San Francisco, CA**

Vice President of Sales

- Startup launched in 2013; Built key leadership and sales leadership roles, defined sales team structure for practice and set goals leading to average quarterly attainment of **143% of plan**
- Launched first-ever partner franchise model and **secured 100% of key distributors**

**Chally Group Worldwide (acquired by Sparkhire) February 2009 to January 2014 Dayton, OH**

Vice President | Research & Development

- Directed corporate strategy, research programs, product development and sales team
- Assessment of individuals, teams and global workforces using assessments, cognitive measures, surveys & performance metrics. Prepared analyses, recommendations and best practices
- Built and facilitated training, coaching and certification programs

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

Director - Led executive assessment, coaching, team building and individual development Assessment, succession planning, hi-potential projects and certification programs for over 1,000 global leaders. Led development of SafeSystem®, yielding a **17% increase in total revenue**

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

Consultant - Job analysis, focus groups, 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