

Katherine M. Kern

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Education

University of Notre Dame, Mendoza College of Business

Master of Business Administration, Business Analytics and Digital Marketing & Marketing Analytics majors,

- Earned Forté Fellowship

Notre Dame, IN
May 2023

University of Wisconsin

Bachelor of Business Administration, Risk Management & Insurance and History majors

Madison, WI
May 2013

Experience

IBM

Senior Brand Sales Specialist Intern

Chicago, IL
Summer 2022

- Performed competitive analysis across tape, cloud, and disk storage methods by constructing Total Cost of Ownership (TCO) model to provide strategic recommendations to clients; developed model to compare Net Present Value (NPV) and detailed Cash Flows for each storage method over 10-year period
- Developed optimized comparison system to inform the Total Cost of Acquisition (TCA) model utilized by the Storage Experts and their Hyperscale partners to make more cost-effective business decisions regarding data storage solutions
- Led an intern team of 4 to create business-relevant solution for data governance and data trust issues for a mock-client; developed pitch deck informed by client research, client industry research, IBM research, and IBM selling model

Willis Towers Watson

Senior Client Manager, Risk Solutions

Chicago, IL
2020-2021

- Managed contract execution for a portfolio of 8 Fortune 1000 companies, with an average of 20 contracts each, resulting in seamless set up of insurance programs, all with value in excess of \$100M
- Developed claim communications and long-term risk mitigation strategies with clients; partnered with brokers to illustrate tactics to carriers, securing rates 3%+ below market average for clients

Client Manager, Risk Solutions

2018-2020

- Developed quote projection system for prospective customer worth \$17M in revenue, reducing information sharing process turnaround time from 14 days to 2 days
- Mentored two incoming associates, set up weekly meetings to discuss questions regarding work processes, both associates have been promoted since working together

Client Manager, Corporate Department

2017-2018

- Managed a portfolio of 25 middle-market accounts across various industries, while working with 9 different Sales Executives delivering 6%+ greater than market results to satisfied customers
- Coordinated global effort across Legal, International Specialists, Global Carrier Relationship Managers to resolve problem caused by key customer's third-party partner, solution was negotiated with the carrier and customer ultimately maintained relationship with both entities

Lockton Companies

Account Manager, Real Estate Department

Denver, CO
2016-2017

- Negotiated insurance programs with up to 70 policies in coordination with Account Executive
- Led daily communication efforts for office's largest, highest profile client; streamlined the online contact system so that all inquiries received responses within 12-24 hours, a reduction of 24 hours
- Reconciled \$9M worth of payments using accounting reports to track payments made by over 300 entities and apply them to the outstanding amounts due to the carriers

Associate Account Manager, Real Estate Department

2014-2016

- Reviewed all contracts for portfolio of 10 large, complex customers to ensure all negotiated items were included, all discrepancies were immediately reported resulting in timely corrections for the customer

Account Administrator, Real Estate Department

2013-2014

- Coordinated all invoicing and third-party notifications for 10 multi-family real estate customers, resulting in streamlined payment to carriers and quick notice to customer's third-party partners