

Scott Brihn

Self-Aware, Resilient, Self Motivated Leader – Driving Business Results
Empathetic communicator and listener
Change Catalyst – recognizing the need, and making it happen

EXPERIENCE

PSI Caliper - Princeton, NJ — Vice President, Great Lakes Region

2013 - 2020

Caliper is a human capital analytics subsidiary of PSI which leverages decades of data and validated assessments to predict and select high-quality candidates. 60+ year old firm, \$29M Top line Revenue. Formerly founder led, PSI acquired Caliper in December 2019. Led regional team composed of Business Development, Client Success and Customer Care specialists. Responsible for strategic planning, hiring, forecasting, marketing, contracts, A/R, day-to-day operations, revenue goal attainment, client acquisition and retention. KPIs; Subscription Revenue, YOY Growth, Revenue per client and service. Reported to the Chief Revenue Officer. Notable clients: CHI Health, Alcoa, Fiat Chrysler Automobiles (FCA), Kimball Midwest, Starwood Capital, First United Bank.

- Grew 2019 revenue 10.5%.
- Converted 25% of the region's revenue to subscription model in 10-months.
- Influenced forward thinking of colleagues when SaaS *Caliper Analytics* was released.
- Chosen to represent Caliper at people analytics conferences across the country.
- Led monthly, multi-year, cross functional internal Learning Circle focused on change management.
- Selected to mentor new BDMs across the organization.
- Provided professional development when the Client Success Manager role transitioned from singular operational focus to a dual operations/revenue focus.
- Informally mentored a Customer Care Specialist who successfully transitioned into a Marketing manager role.

Clarity Consultants - Campbell, CA — Business Development Manager

2010 - 2013

Clarity Consultants is a founder led 25+ year old organization with

CONTACT INFORMATION

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SKILLS

Leadership Communication

Inspires work toward mission
Builds trust and loyalty
Self-confident – optimistic

Business Acumen

Driving business value for customers
Data-driven decision making
Market analysis
Goal oriented

Relationship Building

Positions self, company as partner
Acts as a resource
Teamwork and Collaboration
Education and Consulting
Developing others
People Analytics
Client training
Public speaking

STRENGTHS

Integrity
Resilience
Analytical Thinking
Attentive Listening
Learning agility
Confidently expressing ideas
Service Orientation
Organizational Awareness
Conflict Management
Influencing forward thinking

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market leading positions within the high-growth learning and creative outsourcing arena. Their specialty is instructional design. \$20M Top line Revenue. Developed and executed territory development plans to increase market penetration of Fortune 1000 targets. KPIs; Calls, Appointments, Consultants deployed, Client Revenue. Established many enduring relationships including; Honda, Eaton, Lubrizol, US Steel, Vanguard and Merck.

- Grew territory from \$0 to \$600,000 in year 1.
- Grew from \$600,000 to \$1,200,000 in year 2.
- Surpassed gross margin goal by an average of 10%.
- Established first anchor account in the region.
- Informally mentored a junior Sales and Marketing Specialist who ultimately started his own firm.

(Thomson/Reuters) - Prometric - Baltimore, MD — Team Lead, Client Services

2005 - 2010

Prometric (formerly part of Thomson Reuters) is a leading provider of technology-enabled testing and assessment solutions to many of the world's most recognized licensing and certification organizations, academic institutions, and government agencies. \$400M Top Line Revenue. In 2007, Thomson/Reuters sold Prometric to Educational Testing Service (ETS). Personally responsible for a \$38M revenue budget within a \$60+M business segment. Directed team of Account Managers and Client Service Managers servicing 60+ clients within Professional Associations. Developed new business pursuit plans, led pursuit teams, managed proposal processes, negotiated contracts, formulated client revenue forecasts and P&L budgets. Problem solved operational issues such as capacity constraints, test development cadence, scheduling challenges and project management bottlenecks. Delivered in-person monthly reports to the CEO. Conducted quarterly business reviews (QBRs) with client leadership. Notable clients: Project Management Institute (PMI), US Green Building Council (USGBC), Human Resource Certification Institute (HRCI), Automotive Service Excellence (ASE).

- Led the pursuit team that won a 5-year \$55 million contract with a new anchor client.
- Exceeded segment revenue plan for 12 consecutive quarters.
- Led the negotiations which resulted in \$52 million in multi-year contract renewals with 2 anchor clients.
- Chosen member of LEAP = Leaders Engaged At Prometric.
- Solved global test seat capacity issues when unexpected spikes occurred in testing volume.
- Directed operational resources to ensure mutual success for the client and Prometric.
- Further developed QBR presentation and operational problem solving skills of the segment's Account Managers.

EDUCATION

Bachelor of Science, Business
Syracuse University
Martin J. Whitman School of Management

CFP® Candidate (2020)
Boston University
Financial Planning Certificate Program

Certification
eMoney Fundamentals (2020)