Gloria G. Kinrot B.Sc., CPCC, ORSC, ACC

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### Profile

### An experienced senior manager, engineer & certified coach facilitating quality, bottom-line results, based on:

### Proven execution of new business, training and change programs in international organizations,

### Strong leadership of sales support, marketing & engineering groups,

### System & software engineering and team development expertise,

### Diverse industry experience in telecommunications, finance/insurance, medical devices, pharma, defense communications and information technology (IT),

### Over 700 hours of professional coaching

### Native English & fluent Hebrew

### Professional Experience

USOLVE (Self-Employed) – Executive & Team Development Coaching 2008-Present

Certified Co-active Coach – Projects & Services for Entrepreneurs & International Organizations

Support over 80 entrepreneurs, aspiring women, senior managers & their teams in Israeli & global businesses to success with quick results, collaboration & productive, fun environment. Specialize in team coaching, initiating, catalyzing & directing successful, results-oriented projects and facilitating adoption of new business solutions in global companies. Develop executive and leadership skills, transition to new roles or structures. Foster team intelligence.

FIS Software, Ltd. (Formula Insurance Systems), Tel Aviv, Israel 2005- 2007

Director, Knowledge Management, Documentation and Training - Product Division

Establish and institute knowledge management, documentation & training in company, globally:

* Drove strategy, implementation and deployment of KM program incl. global intranet/portal and over 60 client project and departmental sites in 3 global offices (Israel, France, UK) and remote/client offices (Scotland, Bulgaria, Australia, Belgium, New Jersey, USA, Moscow).
* Drove methodology, development and distribution/e-learning of base product’s training & documentation for use by sales, projects and employees (new & continuous learning).
* Directed expert team (5 people) and cross-organizational management/committees, leading to substantial savings and benefits for business using SharePoint (MOSS 2007).

Self-Employed - Knowledge Management & Marketing Solutions 2003-2006

Acting Knowledge Director and Business Consultant – Freelance Services for Int’l Organizations

Assist senior management with interim management and implementation of projects – strategic marketing, organizational methodologies, and knowledge management. Partial list of customers:

* *FIS Software, Ltd*. – Acting Director in new global Products division w/ CPO
* *Teva API* – Strategic methodology development for API vision, post-merger integration w/ HR VP
* *Comverse Mobile Data Division* – Developing attack plan tool for major competitors and launch to sales force w/ Business Development and Marketing AVP

Comverse Network Systems, Ltd., Tel Aviv, Israel 1996- 2003

Director, Professional Services Sales Marketing and Product Management – Sales Division

Successfully led a new business program to sell professional services (PS) in World Group Sales:

* Drove the planning, creation and establishment of PS line via management in cross-functional teams (10s of people) throughout the company to realize policy, strategic roadmap, marketing/sales toolkit & new pricing IT tool integration.
* Developed and ran PS sales implementation plan for over 500 sales and technical managers, leading to $10Ms of additional revenues.

##### Group Manager, Strategic Product Management – Business Unit

Managed and recruited new group (12 people) to coordinate product management (PM) and documentation activities for Mobile Internet Division (6 products):

* Formulated next-generation solution and vision with business unit managers.
* Established information distribution methods for complete sales/delivery process.
* Directed 3 teams for: 1) Marketing documentation and pre-sales tools, 2) Technical publications, 3) PM coordination and Intranet/Knowledge Management (KM).

Group Manager, Corporate Knowledge Services – Sales Division

Managed, recruited and pioneered the creation of a proposal management group (20 people) to facilitate process, content & tools for answering over 200 RFPs annually, serving 3 Sales Divisions:

* Envisioned and overseeing the planning, implementation, institutionalization, monitoring and tracking of trends, successes and corrective actions.
* Directed 4 teams for: 1) Proposal center, 2) Knowledge-base content management & taxonomy, 3) IT tools development/deployment, and 4) User interface design services.

R&D System Engineer – Development Unit

Part of team that specified the next generation generic platform. Established and developed requirements management (RM) methodology and tool for new R&D product development group. Upgraded commitment database of R&D organization with new RM system.

Mennen Medical, Ltd., Rehovot, Israel 1986- 1995

System Engineer / Technical Marketing Manager – R&D Department

Analyzed system requirements and design to produce baseline specifications for next generation patient monitoring products. Selected the operating system for product line.

SQA Manager – R&D Department

Managed group of 3 in system testing and documentation of all R&D products. Created software development standards for R&D department to meet FDA, ISO 9000 & CMM.

Software Engineer / Team Leader – R&D Department

Designed, developed, and maintained real-time software on all of company’s microprocessor based medical monitoring products. Projects included intensive care unit patient monitor, internal electro-cardiogram module, and more. Managed up to 3 software engineers/programmers. Oversaw subcontractor activity.

General Electric (RCA Government Communications System Division), NJ, USA 1983- 1986

Member of Engineering Staff (Software Engineer) - Special Projects Department

Designed and developed real-time embedded microprocessor software in DOD (defense) environment. Performed integration and testing with customer on-site in Israel.

### Education

Authorized Facilitator - Team Diagnostic, Team Coaching International, USA *2011-2011*

Organizational & Relationship Systems Coaching (ORSC), Center of Right *2010-2011*

#### Relationships (CRR), California, USA

Certified Business & Life Coach (CPCC), Coaching Training Institute (CTI), USA *2008-2009*

M.Sc. Studies, Neural Science, Weizmann Institute, Rehovot, ISRAEL *1987-1988*

B.Sc., Computer Science, Minor in Pre-Med, With High Honors (GPA=3.73) *1979-1983*

#### Rutgers University, Douglass College, New Jersey, USA

### Languages

Fluent in Hebrew and English (mother tongue)

### Publications

*A Team Development Methodology – How to Lead Your Teams for Better Business Results!* HR Magazine, page 22-27, March-April 2012. (<http://www.dmag.co.il/pub/hrisrael/HRISRAEL_291-292.html> )

*Knowledge Management is Empowering*, Microsoft Case Study, Sept 2007. (<http://www.microsoft.com/israel/casestudies/fis.mspx> )

*Establishing a Living Knowledge Base*, KM Magazine, Ark Group, London, UK, Vol 6, Issue 2, Oct 2002. ([www.kmmagazine.com](http://www.kmmagazine.com))

*Alternative Analysis for Requirements Management*, Int’l Conf. of System Engineering Israel, March 2002.