

Katie Kolon

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Summary

Katie Kolon is an experienced mediator and mediation coach with 12+ years of experience and worked as an employment law attorney for 5 years. She currently runs her own workplace mediation practice and volunteers with the Chicago Center for Conflict Resolution (CCR) as a mediator and in supportive leadership roles. She first became interested in mediation in 2006 when she took a 20-hr mediation skills training while attending law school and pursuing her MA in International Relations. She became an employment law attorney in 2006 and attended many mediations and settlement conferences as she represented plaintiffs in employment law disputes. In 2011, she took CCR's 40-hr mediation skills training and became a certified mediator and volunteer with CCR in 2012. Over the years, her work has included work for non-profits, small businesses, government, tech startups, and large global corporations. Throughout it all, the skills learned through facilitative and transformative mediation practice have guided her in her success with clients, customers, users, and people in general.

Highlighted Professional Experience

Mutual Ground Mediation, LLC

1/2024 – present

Founder, Mediator

- Establishing new business focused on workplace mediation for small businesses.

The Center for Conflict Resolution

1/2012 – present

Volunteer Certified Mediator and Mediation Coach

- Became a certified mediator through the three-month Mediation Mentorship Program (MMP) in 2012. Currently mediate 2+ cases per month (previously averaged 10-15 cases per year) including Juvenile Misdemeanors, Juvenile/Family Reconciliation, Attorney/Client Fee Disputes, Landlord/Tenant Eviction, Small Claims, Stalking/No-Contact, Post-Decree Parenting Agreements, and Community/Police Mediation. Practiced in needs and interest-based facilitative and transformative mediation.
- Became a Certified Mediation Coach with CCR in 2014 and coach 2-3 cohorts of students/year as they practice mediation skills as part of the 40-hr training.
- Participate in continuing education events, specialized advanced mediation skills training, and monthly reflective practice groups to learn with other mediators. Volunteer on other essential leadership initiatives with CCR such as MMP Selection Committee (2023), Peer Review Committee (2024), and Volunteer Council (2012-2014).

Working Hands Legal Clinic (now Raise the Floor Alliance)

1/2010 – 12/2010

Litigation Director

- Wrote complaints, prepared and answered written discovery, and prepared motions for federal court litigation over unpaid wages and discrimination.
- Conducted outreach and community legal education and assisted with organizing efforts with partner non-profits. Supervised paralegals, legal interns, administrative assistants and a staff attorney.

Legal Services of New Jersey

4/2007 – 12/2009

Staff Attorney

- Litigated average caseload of 45 employment law cases on behalf of low-wage and Spanish-speaking workers.
- Coordinated and shared information with the US and State Departments of Labor to target specific industries in violation of federal laws.
- Managed all outreach program to farmworkers in northern New Jersey. Created and presented legal educational trainings to clients and community partners.

Florida Rural Legal Services

9/2006 – 3/2007

Staff Attorney

- Planned and conducted outreach and education to agricultural workers throughout Florida.
- Assisted in ongoing federal lawsuits on behalf of migrant farmworkers.

Other Professional Experience

- Cisco Systems, Inc. (Acquired Kenna Security, July 2021)** **10/2018 - 1/2024**
Leader, Kenna Customer Success Programs & Operations **11/2020 - 1/2024**
- Established and built Customer Experience Operations department from ground up by surveying what was needed and implementing programs where resources allowed.
 - Managed digital customer accounts contributing to 25% of ARR. Was responsible for managing and continually developing programs that measurably improved customer engagement with the platform.
 - Collaborated with teams across departments to strengthen awareness of customer-facing programs.
 - Managed, coached, and trained direct reports with no industry expertise.

- Kenna Customer Success Engineer** **10/2018 – 11/2020**
- Drove \$1.5M-\$2M in revenue as technical leader, managing 25+ customer-facing relationships.
 - Strategized with customers on how to achieve their use cases and internally advocated customer needs to help reach their goals.

- Anomali** **7/2017 – 9/2018**
Technical Account Manager
- Nurtured customer relationships with MSSPs, regular customers, and ~30 Information Sharing & Analysis Centers (ISAC).
 - Researched trust and relationship-building challenges to cultivating successful ISACs.

- Cook County Department of Homeland Security** **3/2016 – 7/2017**
Information Security Analyst
- Managed 5+ programs for Information Security Office, reporting directly to CISO.
 - Established a local government ISAC and promoted idea sharing across community to share intelligence with goal of enhancing security.

- Slover Linnet Audience Research, Randi Korn & Associates** **4/2013 – 7/2015**
Qualitative Research Consultant
- Researched, planned, and executed ethnographic research projects for five clients in arts and culture sector using surveys, structured and unstructured interviews, and observations to gain insight into audience behaviors and interests.

- Freelance Attorney** **6/2011 – 2/2016**
E-Discovery Attorney
- Reviewed and coded documents for responsiveness and privilege, performed 2nd level quality control reviews, wrote memos on key findings, created privilege and witness logs, participated in conference calls, and identified documents needing heightened data security designation, such as Confidential, HIPAA, PII, or PCI, for cataloguing and redaction.

Education

JD & MA in International Politics, Washington College of Law, American University

BA in Sociology/Anthropology, Kalamazoo College

Information Security Bootcamp, Evolve Security Academy

Certified Customer Success Manager, Levels 1 & 2

Certified Mediator and Mediation Coach, Center for Conflict Resolution

Evolve Security Certified Professional

Technical Competencies

Camtasia ▪ Client Success ▪ Confluence ▪ Gainsight ▪ Google Suite ▪ iMovie ▪ Influitive ▪ Intercom ▪ Jira ▪ Miro
OneDrive ▪ Outlook ▪ Pendo ▪ Salesforce ▪ SharePoint ▪ Slack ▪ SmartSheets ▪ Trello ▪ WebEx ▪ WellSaid ▪ Wistia
Zendesk ▪ Zoom