



Carolyn Picciotti **Professional Biography**

Carolyn Picciotti is Principal of Picciotti Consulting LLC. For more than 40 years, she has helped public and private organizations of \$6 million to \$20 billion reach their goals **faster** through clear articulation of needs, methods, and solutions, while achieving buy-in from key stakeholders at all levels.

This expertise was developed first by learning business from the bottom-up as a business analyst and industrial engineer, and from the top-down as a corporate strategic planner. This broad knowledge was refined while developing and leading a new line of business from first contract to a highly-profitable \$18 million with 4 regional processing offices nationwide. Carolyn honed the skill of creating and developing strong, eclectic teams to reach aggressive financial and market share goals. In addition, Carolyn often has been asked to work with prickly clients, executives and staff to assure a win-win-win result with client-organization-employee satisfaction.

In many instances, all key stakeholders have not bought-in to the desired changes or goals and, in some cases, resistance is significant. To mitigate the risk of failure, Carolyn's excellent listening and interpersonal skills allow her to establish her credibility quickly, ask difficult questions, challenge the status quo, build consensus, and gain buy-in of stakeholders from the C-Suite to the entry level employee.

By understanding an organization's environment and distinguishing symptoms from causes, Carolyn identifies, designs, articulates and implements cost-effective solutions in the services sector, including financial services, outsourcing, information technology, testing/assessment, as well as not-for-profit industries. She also contributes to the community by serving as facilitator, advisor and board member to various not-for-profit organizations.

Carolyn has a Bachelor of Science degree in Economics and has studied and put into practice corporate finance and shareholder value, delivery on brand promise, group dynamics, sales, and technical solutions.

With this strong and well-rounded experience, Carolyn Picciotti has become a **Chief Triage Officer** or a **Chief Health Officer** for her clients. In these roles, she provides **triage** to "stop the bleeding" for operational and client crises, and then fixes the core problems so they won't recur. For organizations that want to avoid crisis situations, Carolyn provides **health** assessments to assure key areas are operating effectively and profitably. By teaming with organization staff, she establishes their buy-in, which assures that changes **stick** long after her involvement.

For more details, view Carolyn's LinkedIn profile:

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