

DONNA M. TERJESEN

HOMETOWN	Queens, NY
CURRENT RESIDENCE	Manhasset, NY
EDUCATION	Pace University, BA
PROFESSIONAL CAREER	<ul style="list-style-type: none"> ▪ Integrated Management Services (IMS) - Managing Director, Legal Research Services ▪ Chase Cost Management, Inc. (CCM) - Vice President, Legal Consulting ▪ Reed Elsevier - LexisNexis - Client Manager

BIOGRAPHY

IMS EXPERIENCE	Donna M. Terjesen joined IMS in early 2009 as a Managing Director of Legal Research Services where she will continue to deploy her expertise in legal research services. Donna has over 17 years of experience in the legal industry and has a proven level of accomplishment in this area. The law firm clients she has consulted with have realized substantial value and benefit by her creative input and delivery of alternative ideas and solutions for library rebalancing, cost reduction and cost recovery.
CCM EXPERIENCE	As a Vice President at Chase Cost Management (CCM) Donna used her proven sales, negotiation and management skills to create and develop a newly formed legal research consulting division. In 12 short months, she successfully assessed the growing needs for expertise to support law firms in cost reduction in legal research and library services. Subsequently, she designed and structured solutions and oriented agreements to support client requests and needs. For CCM, she developed a sales pipeline through cold calling, referrals and trade events. She maintains high-level relationships and direct contacts with C-Level executives and librarians at top AM Law 200 law firms. Donna successfully recruited and managed a five person account team.
REED ELSEVIER - LexisNexis EXPERIENCE	Donna's position at LexisNexis began in 1992. Throughout her 16 years with the company, she provided a high level of service to mid-size and large law firms clients. She consistently grew client relationships from early stages of the sale process through contract negotiations and then to post sales initiatives. Donna's core responsibilities were to identify, evaluate and respond to key business drivers and issues. Donna consistently exceeded company initiatives and goals and was consistently recognized as a Top Performer among her peers.
EXPERTISE	<ul style="list-style-type: none"> ▪ Business Analysis & Process Improvement ▪ Law Firm Knowledge Management ▪ Legal Technology & Trends ▪ Legal Vendor Management Skills ▪ Cost Recovery Management & Solutions
CERTIFICATIONS	Solution Selling- 1994 Selling to Senior Executives - 1995 Personal Sales Effectiveness - 1996 Target Solutions and Negotiating - 2001 Customer Centric Selling Strategies - 2004