

Karoliina Kuisma
[LinkedIn](#)

WORK EXPERIENCE

Senior Manager, Client Services

November 2020 - June 2021

Appen Butler Hill Inc.

- In addition to managerial duties listed below, partner with the program team for strategy and account planning, risk and relationship management, and compliance with industry and company policies.

Manager, Client Services

December 2019 - November 2020

- Manage nine direct reports' utilization and development to ensure the meeting of financial goals, project quality and professional growth goals.
- Initiate and drive contracting and staff hiring for program roles.
- Divisional liaison for staffing quotes and allocations.

Senior Linguist, Client Services

October 2019 - December 2019

Linguistic Project Manager, Language Resources

July 2015 – October 2019

- Built and managed a program that grew from one team to five over the course of two years reaching monthly revenue of \$500K.
- Built teams of motivated contractor linguists with a sense of self-determination.
- Scoped and monitored projects to meet timeline, quality and budget requirements across Appen's clientele.
- Responsible for program financial reporting including forecasting, revenue recognition and payroll approvals.

Associate Linguistic Project Manager, Custom Linguistic Solutions

October 2013 – June 2015

- Recruit, interview and contract independent consultants across project types.
- Oversee the work of global consultant teams (assignment, scheduling and monitoring).
- Review the work for timeliness, quality and cost effectiveness.
- Manage client relationships and project communications.
- Draft cost proposals and support business development.
- Support HR activities, such as initiating and tracking background checks.

Independent Contractor

February 2010 – September 2013

Appen Butler Hill

- Enhancement and development of the Finnish module for the client's Natural Language Processing (NLP) technologies.

Assessment Author

February - December 2019

International Baccalaureate

Author Finnish B listening exams per the program's content and quality guidelines.

Visiting Lecturer of Finnish Language and Culture

August 2004 - July 2009

University of Washington, Department of Scandinavian Studies

Teaching

- Taught various Finnish language and culture classes, upper level customized, independent study classes and undergraduate Scandinavian Studies classes.
- Independently drafted syllabi and lesson plans for all the courses.

Outreach and Fundraising

- Actively participated on the program fundraising team researching opportunities, writing grants and translating supporting documents.
- Successfully promoted the program within the Finnish-American community in the greater Seattle region, represented the program at events, submitted articles to relevant publications, and gave guest lectures on and off campus.

Mentoring

- Supervised and mentored students writing Finnish-related senior essays.
- Mentored the Finnish and Estonian teaching assistants.

Job Coach (supported employment and case management)

May 2002 - July 2004

City of Vantaa (Finland), European Social Fund Project

- Independently managed resource-oriented employment process: assessed prospective clients' employment potential, authorized clients, guided and counselled clients in job search and work-related issues at the workplace, directly supported clients at the workplace, worked closely with supported employment agencies and personnel.
- Counselled the employers in diversity and employee orientation related topics. Worked proactively to prevent issues that could arise in employing the clients.
- Successfully chaired and coordinated a transnational thematic working group consisting of representatives from all transnational partners.
- Provided inputs for project related research including creation of research tools and process improvements.
- Actively contributed to the city-wide diversity initiatives: took an active role in arranging multicultural events in Vantaa, published articles on diversity related issues.

Trainer/Instructor

August 1999 - April 2002

Adulta, International Development Centre IDA - Helsinki

- Taught Finnish language and job search skills classes for adult refugees and other immigrants.
- Mentored interns and their employers during internships.

EDUCATION

University of Helsinki, M.A. 1999

Major: Finnish language; Minors: Sociology, British and Irish Studies

Palmenia Centre for Continuing Education (Vantaa, Finland), 2003

Expert in Supported Employment

VOLUNTEERING

Seattle Council PTSA - I served as the co-director of two North Seattle districts where my role is to support local PTA leaders to run their units, stay in compliance with nonprofit laws and to support, inform and advocate with and for school communities in my area and in all SPS communities. (2020-2021).

Olympic Hills PTA - I have held elected and appointed board positions at this amazing title I school PTA in North Seattle. During my time on the board, I have learned a lot about successful volunteer management, community engagement, nonprofit laws and equity at schools in America.

Finlandia Foundation Seattle Chapter - Secretary (2004-2009, 2015-2017)