

# TEAM MEMBER PORTRAIT

## KIM HERMAN

*Service Director of Client Engagement*



### BIOGRAPHY //

Kim Herman embodies a perfect mix of creativity and service. She brings her integrity and passion for making a difference to every project, team, or task.

Kim's past work experiences have been in retail management, merchandise, and even her own decorating & design business. Kim approaches customer service, logistics, and attention to detail with the goal of exceeding client expectations and has the ability to see tomorrow's potential and motivate others in that direction.

She currently helps lead the team that plans and executes quality event experiences for internal and external customers. Her gift for looking ahead helps the team in developing and implementing internal systems and processes to ensure outstanding client support and engagement.

Kim received her bachelor's degree in family studies from Southern Nazarene University. She lives in Tyler, Texas with her husband, Glenn, and their daughter, Lauren. They enjoy antiques, visiting art museums, attending Lauren's activities, and spending quality time with family. ■

### KEY FACTS

- Bachelor's degree in family studies from Southern Nazarene University
- Joined Flippen Group in 2008