

## Kelly C. Harbour\*

*Director of Client Relations & Innovation*

[kharbour@goulstonstorrs.com](mailto:kharbour@goulstonstorrs.com)

Boston: +1 617 574 3508



---

As Director of Client Relations & Innovation, Kelly Harbour spends her time on initiatives at the intersection of client service, revenue generation and innovation, supported by process improvement, project management and technology. Kelly uses a solutions-oriented approach to client service, providing the kind of data-driven analysis that uncovers the best approaches to supporting clients and their businesses. She advances the development and evolution of the firm's client service program and provides leadership, guidance and tactical support for business plans for practices, teams and individuals from conception through implementation.

As a Legal Lean Sigma Yellow Belt, Kelly also collaborates closely with the Chief Business Growth Officer on streamlining department operations and identifying best practices for leveraging technology.

Over the span of her career, Kelly has served the professional services industry in all aspects of marketing, business development, technology and administrative operations. Her ample experience includes technology project management, process improvement, initiative execution, business systems analysis, marketing communication implementation and business development strategies. Kelly is a Legal Lean Sigma Yellow Belt.

### **Trending Topics of Interest**

Kelly is deeply interested in the intersection of innovation, technology and business development strategies. As a dedicated student of artificial intelligence and blockchain, she values the opportunity to collaborate with clients, helping them to find technology solutions for their businesses. In this partnership, she brings clients the most up-to-date information on how business gets done in a rapidly changing technology-driven world.

*\*Kelly Harbour is not a practicing attorney.*

### **Education**

- University of Miami (B.A.)
- George Washington University (M.P.S., Law Firm Management)