



Instructor Background And Information Form

Thank you for filling out this form.

Presentation Title: Calming the Network with High-res Pressure Monitoring

Presenter: Nicole Kaiser Title: VP Business Development

Employer: Syrinix Address: 931 American Pacific Dr #108

City: Henderson State: NV Zip: 89014 Phone: 301-412-8464

Length of Lesson: 0.5 - 1hr Lesson applies to: Water Wastewater Both Online Option:

Summary of Lesson content: _____

Application of high-resolution pressure monitoring to identify transient sources, reduce breaks, and extend the life of pipelines.

Professional Background: (Note a brief - 2 page maximum - resume may be submitted in lieu of the following data. Please be sure the resume includes all requested information. Qualifications should be related to your presentation.) Use the reverse side of this form if more room is needed to fully answer the following questions.

Primary Knowledge/Skills/Abilities related to presentation: Resume attached

Education (High School, Upgrades, Colleges and Degrees): _____

Professional Registration/Certification: _____

Related papers/instruction you have presented:

Title: _____ Date: _____ Event: _____

Title: _____ Date: _____ Event: _____

Professional Organizations/Activities:

_____ Date: _____

_____ Date: _____

Course sponsor: Syrinix

Signature of Instructor: *Nicole Kaiser* Date: 10/3/2022

DO NOT WRITE BELOW THIS LINE

Date Evaluated: _____ By: _____ Approved: Yes _____ No _____

NICOLE (CONDON) KAISER

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PROFESSIONAL PROFILE

Detail-oriented professional with extensive experience in stakeholder engagement across the water sector, including utilities, technology providers and channel partners. Strong ability to tailor complex information for target audiences with demonstrated proficiency in project and client management.

CORE COMPETENCIES

- Business Development
- Marketing
- Meeting Facilitation
- Sales Pitch Coaching
- Research and Reporting
- Project Management

WORK EXPERIENCE

Vice President Business Development, Americas, Syrinix **9/22 - Present**

Company offering advanced pipeline monitoring technologies for water and wastewater sector

- Leads business development and marketing capabilities in North America
- Manages and develops distribution network, including training and sales support
- Represents the company at conferences, seminars and industry events

Owner, SLC Advisors LLC **2/21 - Present**

Marketing and communications consultancy with a focus on the water sector

Key Achievements:

- Managing diverse client portfolio of technology companies, water utilities and accelerator programs
- Developed marketing plans, managed website redesigns, and developed marketing materials
- Conducted research on public utility procurement and regulatory landscape for software company
- Served as project manager for major innovation partnership between university and water utility

Senior Client Manager – Western US, Isle Utilities **2/16 – 12/20**

Innovation consultancy serving water/wastewater utilities, technology companies and associations

Key Achievements:

- Promoted to Head of Technology Approval Group (TAG) then Senior Client Manager inside of 3 years
- Facilitated >50 technology forums, typically attended by 10 to 15 leading water/wastewater utilities
- Managed 38 utility client accounts, including renewals and annual technology needs assessments
- Evaluated 100+ technology companies per year and conducted 60 pitch coaching sessions per year
- Supported >20 consultancy projects with total value of \$1M+ and served as project lead for 7

Water Communications Coordinator, DC Water **7/13 – 2/16**

Department leading drinking water communications for water utility serving >1M population

Key Achievements:

- Developed drinking water communications, including web content, public notices, and press releases
- Collaborated with team of 10 to develop education programs for customers, staff, and public media
- Engaged media, government, and public stakeholders in 50 meetings and community events annually
- Chaired communications committee with 13 utilities in Washington region
- Participated in regional research projects, including Source Water Assessment and WRF 4651
- Organized multi-agency event to commemorate Safe Drinking Water Act with public officials

ORISE Fellow, EPA Office of Water, Drinking Water Protection Division **1/13 – 7/13**
Competitive Fellowship through Department of Energy's Oak Ridge Institute for Science and Education
Key Achievements

- Provided programming and administration support for National Source Water Collaborative
- Promoted integration of EPA's water programs (CWA & SDWA) to protect drinking water sources
- Coordinated drinking water protection messaging for Office of Water communication campaigns

Research Assistant, EPA Office of Policy **6/11 – 6/12**
Competitive research post at EPA's National Center for Environmental Economics
Key Achievements

- Produced research paper on economic impact of federal corn ethanol policy
- Summarized empirical studies and economic data to meet short deadlines for policy briefs
- Provided support for research on watershed restoration, toxic release reporting, and Superfund sites

Research Assistant, DC Water **11/09 – 6/11**
Research assistantship in Drinking Water Division to support research, outreach and system monitoring
Key Achievements

- Served as research lead for studies on lead corrosion, nitrification, and fire suppression water quality
- Conducted daily field and laboratory analysis using water quality monitoring equipment
- Updated customer complaint and water quality monitoring databases using Microsoft Access

EDUCATION

American University; Washington, DC **8/09 – 5/11**
MS Environmental Science

Eckerd College; St. Petersburg, FL **8/03 – 5/07**
B.A. Double Major: Environmental Studies and French; Minor: Economics

LEADERSHIP POSTS

- Chair, Emerging Technology Committee, Pacific NW Clean Water Assoc. (2/20 – 2022)
- Education Vice Chair, Chesapeake Section, American Water Works Association (9/15 – 2/16)
- Project Lead, DC Water Innovation Program Communications (11/14 – 2/16)
- Outreach Chair, Potomac Drinking Water Source Protection Partnership (10/14 – 2/16)
- Chair, Metropolitan Washington Community Engagement Campaign (6/14 – 2/16)
- President, American University Graduate Student Council (5/10 – 5/11)

PROFESSIONAL TRAINING AND CERTIFICATIONS

- Effective Water Communications, Water Words that Work (10/15)
- Advanced Public Information Officer Training, FEMA (8/15)
- Water Leadership Institute Graduate, Water Environment Federation (9/14)
- Advanced Incident Command System Training, DC Water/EPA (10/13)

PUBLICATIONS AND PRESENTATIONS

- Navigating AMI: Central Point's Path to Selection, PNWS Conference (5/19) & AWWA ACE (6/19)
- Embracing Innovation for a Resilient Future, Resilient Utilities Commission Summit (2/18)
- Integration of Emerging Technologies: an Innovative Approach, PNWS-AWWA Conference (5/17)
- Condon, N., Klemick, H., and A. Wolverton. January 2015. "Impacts of ethanol policy on corn prices: A review and meta-analysis of recent evidence." Food Policy Journal.
- Effect of Waste Site Proximity on Property Values in New Jersey, American University (12/11)
- Hazards of Fire Sprinkler Systems to DC Water Supply, Robyn Mathias Student Conference (11/10)