



## **Evoke Research and Consulting, LLC Hires Karen Forgy Hicks as Vice President of Service Delivery**

**Arlington, VA., September 26, 2018** - Evoke Research and Consulting, LLC. (Evoke) announced that Karen Forgy Hicks has joined the company as Vice President of Service Delivery. In her role, Karen leads the strategy, planning and execution of services delivered to Federal clients, and will be key to the success of executing new business opportunities while expanding current service offerings.

Karen brings more than 25 years of experience and a keen understanding of business operations and project management coupled with extensive knowledge of both the Federal and commercial markets. Most recently, as Executive Vice President of Operations for Siteworx, LLC, a digital experience agency, she oversaw day-to-day operations of the company and the execution of its contract portfolio, driving service excellence by optimizing internal processes and team performance. Previously, Karen held a number of leadership positions including Vice President, Chief Administrative Officer at Secure Mission Solutions LLC (SMS), where she maintained purview over corporate shared services for the 600-person organization. Prior to joining SMS, at QinetiQ North America Karen served in a variety of key operational roles spanning Practice Manager, Director of Information Systems, and acting Deputy General Manager of the Homeland Security Solutions business unit. Earlier, she also held leadership positions in program management, operational planning and service/product management at entities including America Online and Bell Atlantic.

“Karen brings a wide array of experience and skills to Service Delivery. Her leadership talents will support the challenging work of our Management Consultants,” said Greg Blaisdell, Managing Partner. Karen has the right touch to continue developing our culture of collegial competitiveness. Adding her to the executive team is part of our continuing plan to make Evoke a destination employer.”

Through these diverse experiences, Karen cultivated an extensive and broad skillset ranging from developing, deploying and managing complex technology-based products and services, building and leading high performing teams, and successfully executing critical strategic and tactical corporate initiatives, such as implementing repeatable and scalable client-focused processes, achieving ISO and CMMI quality certifications, and leading post-acquisition operational integration.

“I look forward to collaborating with the Evoke team to build upon and scale our existing operational foundation to enhance service delivery consistency and excellence while driving high client satisfaction,” said Evoke’s Vice President of Service Delivery, Karen Forgy Hicks.

Karen holds a Master’s Certificate in Project Management from The George Washington University and a Bachelor’s of Science in Civil/Structural Engineering from Northwestern University. She has completed post-baccalaureate work in project management and business administration at Johns Hopkins University and the University of California, Berkeley.

### **About Evoke**

Evoke Research and Consulting LLC is an Service Disabled Veteran-Owned Small Business that provides professional services and technology support in management, organizational improvement, and technology and engineering services. Evoke is an ISO 9001:2008, ISO 20000, CMMIDEV/3SM and CMMISVC/3 SM Certified Management Consulting firm headquartered in Arlington, Virginia. [evokeconsulting.com](http://evokeconsulting.com)