

PRESS RELEASE

Baker Donelson Grows Industry-Leading Client Solutions Group With Addition of Former In-House Leader Cailin Heilig

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Baker Donelson has grown its Client Solutions Group with the addition of Cailin Heilig, a former Fortune 500 in-house leader who joins the Firm as senior director of client solutions and innovation.

In this role, Ms. Heilig focuses on leading initiatives that innovate and improve the value of legal service delivery. She will help lead an innovation team of nationally recognized professionals with deep knowledge and experience in legal project management, process improvement, pricing, data analytics, knowledge management, artificial intelligence/machine learning, litigation support, and legal research.

"Baker Donelson is widely known for its forward-thinking approach to improving the client experience," said Ms. Heilig. "I am eager to contribute my experience and work alongside a talented team of innovation professionals dedicated to creating and implementing solutions that elevate client service to new heights."

Prior to joining Baker Donelson, Ms. Heilig served in-house at a Fortune 500 bank as the head of external legal services, overseeing the financial and performance management of the bank's legal service providers, including global law firms. Ms. Heilig advised leadership on strategies and execution concerning law firm utilization and directed initiatives to innovate and improve upon the value of services offered by the bank's firms.

Baker Donelson Chief Client Solutions Group Officer David A. Rueff Jr. said, "Cailin's valuable insights on how in-house counsel view innovation, AI, and managing outside counsel will be instrumental in bolstering our already industry-leading Client Solutions Group. Her addition to our team complements Baker Donelson's recent hires of other influential in-house leaders, further strengthening our commitment to providing exceptional client solutions and innovation."

Before going in-house, Ms. Heilig was a litigator at an AmLaw 10 law firm and defended companies against complex labor and employment litigation, including class certification defense and federal and state trials, and advised on workforce changes, including transactions. There, she served in a client relations role, growing the firm's long-term client relationships by identifying and implementing strategies and tactics to strengthen client satisfaction.

A graduate of the James E. Beasley School of Law at Temple University, Ms. Heilig holds a Lean Six Sigma Yellow Belt from the International Association for Six Sigma Certification.