Jillian K. Eaton*

Director of Knowledge Management and Research
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Jillian Eaton is the Director of Knowledge Management and Research in the Memphis office of Baker Donelson.

Jillian is the Director of Knowledge Management (KM) and Research at Baker Donelson, overseeing a team of KM and research professionals and working closely with the Firm's lawyers, clients, and business services professionals. Drawing upon her 16 years of experience in the legal knowledge and research field, Jillian manages KM, research, and information services for all practice areas firm-wide, with a particular focus on the use of knowledge resources, application of legal technology across hundreds of subscriptions, and development of innovative solutions that add value to the practice and business of law. She has also successfully implemented process improvements within the research function to increase adoption, enhance productivity, and optimize cost savings for the Firm. Jillian leads initiatives in KM, ensuring that the Firm's knowledge resources are effectively utilized and integrated into legal workflows to increase the quality, consistency, and efficiency of the work performed for clients.

Jillian and her teams, KM and BakerResearch, are members of the Firm's Client Solutions Group (CSG), an industry-leading and cross-functional in-house team with subject matter experts in legal project management, pricing, knowledge management, research, practice technologies, matter data/reporting and alternative staffing solutions.

Professional Honors & Activities

- Member – American Association of Law Libraries (AALL) (2015 – present)
- Member – International Law of Technology Association (ILTA) (2020 – present)
- Board Member – Thomson Reuters Information Professional Advisory Board (TRIPAB) (2023 – 2026)
- Member – Association of Legal Administrators (ALA) (2023 – present)

Certifications

- AI for Legal Basics - Harvey, 2026
- AI Power Prompting Certification: Mastering Prompting Techniques - LexisNexis, 2025
- Knowledge Management Certification, 2024
- Westlaw Precision Certification, 2024
- Lexis+ Certification, 2023
- Microsoft Office Proficiency, 2009

Speaking Engagements

- Panel Presenter – "Attorney Training for AI Tools and Other Technology," ARK Law Firm Libraries Conference (November 2024)
- Panel Presenter – "Case Study: Breaking Down the Silos to Take Your Firm to the Next Level," ARK Summit on Law Firm Operations (May 2024)
- Panel Presenter – "Case Study: Mastering the Digital Shift – Life Today," ARK Law Firm Libraries Conference (November 2023)
- Panel Mediator – "Ethically Responsible: Applying Ethics and the Code of Professional Responsibility to Research," ARK Law Firm Libraries Conference (November 2023)

Education

- KM Institute, Certified Knowledge Manager, 2025
- University of Memphis, B.A., 2008

* Baker Donelson professional not admitted to the practice of law.