



## Cailin Heilig\*

Senior Director of Client Solutions and Innovation  
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Cailin Heilig, Senior Director of the Firm's Client Solutions Group, focuses on leading initiatives that innovate and improve the value of legal service delivery.

As Senior Director of Client Solutions and Innovation, Cailin Heilig helps lead an innovation team of nationally recognized professionals with subject matter expertise in legal project management, process improvement, pricing, data analytics, knowledge management, artificial intelligence/machine learning, litigation support, and legal research.

Prior to joining Baker Donelson, Cailin 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. Cailin 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.

Before going in-house, Cailin 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, Cailin also 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.



### Certifications

- Lean Six Sigma Yellow Belt – International Association for Six Sigma Certification (IASSC) (2019)



### Speaking Engagements

- "The Legal Innovation Forum's AI Workshop" (March 2025)
- "Inside the Mind of a Client," The ARK National Summit on Law Firm Operations (May 2024)
- "Bridging the Gap: The Practice of Law and the Practice of Compliance & Ethics," Center for Compliance and Ethics, Temple University (April 2024)
- "The 2024 State of the US Legal Market Report," Thomson Reuters Institute (February 2024)



### Webinars

- Litigation Power Play: Mastering Large Portfolio Management (December 2024)



### Education

- Temple University – James E. Beasley School of Law, J.D.
  - Executive Editor – *Temple Political and Civil Rights Law Review*
- Washington College, B.A.



### Admissions

- New Jersey (2010)
- Pennsylvania (2010)

\* Baker Donelson professional admitted to the practice of law in New Jersey and Pennsylvania; not admitted in Maryland.