



Rachel Englander

Director of Knowledge Management & Info Research

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Rachel works extensively with attorneys, business analysts, knowledge workers, external vendors, practice groups and administrative departments to promote knowledge sharing throughout the firm. Rachel helps translate our business needs into strategy, policies, and procurement.

Prior to joining Ice Miller, Rachel served as Director of Research and Information Services at an Am Law 200, Baltimore-based law firm. In that role, she led a team of Research and Competitive Intelligence professionals to effectively serve the firm's needs. This included directing all activities for research, reference collection development and maintenance, developing practice area specialties and evaluating emerging technologies and resources.

Rachel has held other research/training roles at firms and organizations in both Washington, D.C. and Baltimore. In 2015, Rachel earned her Master of Science in Library and Information Science (Law Librarian concentration) from the Catholic University of America. Rachel is also a frequent guest lecture at vendor conferences, industry panels and law school classes.

Education

- Towson University (B.S., 2004)
 - Medieval and Renaissance Studies
- Catholic University of America (M.S., 2015)
 - Library and Information Science

Certifications

- Certified Knowledge Manager, KM Institute, 2025
- Legal Lean Six Sigma, Yellow Belt certification from the Legal Lean Sigma Institute, 2023