

PAM LEFKOWITZ

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DIRECTOR OF PRODUCT, PROGRAM, & CUSTOMER SUCCESS

Highly accomplished strategist with a proven track record of orchestrating and implementing robust strategies to achieve success in the areas of product management, program development, and customer success.

A forward-thinking, results-driven, and customer-focused leader with 25+ years of experience and demonstrated success in overseeing all aspects of managed services to deliver high-quality products and services for achieving client satisfaction, growth, and retention. Possesses specialized expertise in leading high-performing technical teams in delivering white glove services to diverse client base. An engaging and collaborative leader with strong understanding of managed services delivery models, including remote management and monitoring, service desk, and cloud-based services. Proven capabilities in leveraging customer insights to influence priorities and help businesses reach their goals.

A transformational leader with extensive experience in leading, training, and developing teams to achieve and exceed predefined performance targets. Highly skilled in delivering multiple, high-priority technology projects within stringent time, quality, and budget constraints. Proficient in fostering a collaborative and results-oriented culture within the teams; able to set performance goals, conduct regular performance evaluations, and provide professional development opportunities.

- Strategic Planning & Leadership
- Partnership Development
- Budgeting & Forecasting
- Customer Satisfaction
- Product & Program Management
- Team Building & Leadership
- Staff Training & Development
- Resource Optimization
- Customer Success Strategies
- Market Research & Analysis
- Performance Management
- IT Implementations and Support

Professional Experience

JUMPCLOUD • Denver, CO • 2021 – 2023

IT Columnist / Evangelist, Remote

Led the creation of a top-ranking online community blog, generating 95% of content for the launch of the IT Admins Community, fostering a vibrant digital space. Innovated and developed seven strategic tools for IT Admins and MSP clients. Fostered synergy in a diverse, multi-generational team.

- Led Radical Admin Blog creation, managing content, author recruitment, and the calendar, transitioning to community-focused content on LinkedIn for increased traffic.
- Actively contributed to cross-functional tiger teams for Generative AI Ideathon and social media initiatives.

CORE COMPUTING TECHNOLOGIES, INC. • Lincolnwood, IL • 1996 – 2021

Managed Service Provider (MSP) | Director, Customer Success

Founded and nurtured an MSP to diligently serve the IT clientele and earn reputation as a trusted and enduring business partner. Played a leading role in orchestrating and managing daily IT consulting and MSP business operations, encompassing a spectrum of responsibilities, from strategic sales and marketing endeavors to the meticulous development of comprehensive contractual agreements. Managed the entire financial landscape and oversaw all IT aspects, commencing with client onboarding and extending through dedicated customer retention efforts. Led and inspired a team of three direct reports and nurtured a cohesive and collaborative working environment to retain top talent. Partnered with diverse teams, encompassing clients, vendors, and internal staff to support ongoing projects and initiatives.

- Achieved client retention rate of over 80%.
- Effectively negotiated and secured client agreements with an ARR spanning from \$12k to \$65k for providing technical leadership on IT implementations and comprehensive support solutions.
- Strategically architected significant business expansion by orchestrating a pivotal shift from a consultancy model to a dynamic Managed Service Provider (MSP), which laid the foundation for a significant growth, as well as reduced labor costs and increased revenue by 50%.
- Championed innovative strategies that harnessed automation, cybersecurity measures, and customer-centric ROI-driven solutions to proactively set, execute, and surpass business objectives, which helped in fostering growth and operational excellence.
- Exercised a hands-on approach to user empowerment, imparting training on new equipment and software as an integral component of the implementation strategy, which ensured seamless technology adoption and enhanced operational efficiency.
- Successfully orchestrated the swift migration of 15 clients to cloud-based operations within a demanding two-month timeframe during the challenges posed by the COVID-19 pandemic.

Key Projects & Clients:

- Successfully developed and managed a critical project for a law firm with three offices; tasked with transitioning the organization from a Windows to a Mac platform to ensure data security and confidentiality by assembling and leading a team of experts from across the country for data migration, employee training, and significant business transformation efforts.
 - *Achieved substantial improvements through the project, including enhanced data security, reduced downtime, crisis management implementation, and smooth email transition, resulting in a more efficient IT infrastructure.*
 - *Reduced the client's IT workload and costs, ultimately eliminating the need for an entire IT role while serving 30 users and staying within a \$60k budget.*
- Served as a trusted technology partner to a Fortune 500 manufacturing company for a 25-year duration. Initiated the relationship by setting up an internal server for their graphics department and managing on-site backups.
 - *Facilitated numerous transitions in the client's computer systems over the years to integrate with their internal IT department and successfully migrate them to cloud operations.*
 - *Navigated the client through a pivotal shift to remote work for all employees, encompassing 10 individuals, during the challenges posed by the COVID-19 pandemic.*
- Transformed the technology landscape for an ad agency client, optimizing their systems for enhanced speed and efficiency. Conducted a comprehensive cost-benefit analysis, which revealed significant cost savings and the potential to reduce staff by approximately \$80k.
 - *Managed all aspects of their systems, resulting in substantial improvements in operational speed and cost-effectiveness.*

"I had the privilege of working on a team with Pam for two years at JumpCloud, where I often relied on her for her deep and nuanced understanding of the tech industry (as well as her willingness to brainstorm with me on just about anything). Pam is the type of person to whom many people naturally turn to for guidance, and I have learned so much about IT, writing, and leadership from her. Pam was always willing to share her industry knowledge to help the rest of the team, and she often took it upon herself to suggest new and big ideas for team and company improvement - and follow through on them. As a fellow writer, I admire her ability to distill complex technical concepts into content that's not just readable, but so personable and in-tune with the target audience (tech folks) that it's like a book you can't put down. I would recommend her for any role that values a strong understanding of IT and the tech industry, collaborative team-building, and effective leadership." – Prior Feedback

Education & Credentials

NORTHERN ILLINOIS UNIVERSITY ▪ Bachelor of Arts, Journalism / Advertising

Training & Development / Certifications:

Project Management Professional (PMP), Expected 2023
 Six Sigma Green Belt, Management and Strategy Institute, 2023
 SAFe Agilist, Expected 2023
 Lean Culture Certified (LCC), Management and Strategy Institute, 2023
 Agile Product Owner/Project Manager, Expected 2023
 ITIL 4, Expected 2024
 AWS Certified Cloud Practitioner, Expected 2024
 Business Analysis (CCBA), Expected 2024

Other Involvements: Active in the Mentor Program with the Women in IT ERG

Speaking Engagements: Ageism in Tech and Other DEI Issues | Goal Setting

Portfolio: <https://www.muckrack.com/pamlefkowitz>

Award: CRN Most Powerful Women of the Channel – 2010