

PAM LEFKOWITZ

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SENIOR MANAGER, CUSTOMER SUPPORT

Highly accomplished business owner and IT professional with a proven track record of orchestrating and implementing robust IT strategies to achieve success in the areas of customer support, IT operations, and strategic problem-solving.

A forward-thinking, results-driven, and customer-first focused leader with demonstrated success in overseeing all aspects of an IT MSP to consistently deliver high-quality products and reliable IT services.

Achieved record high client satisfaction, growth, and retention through people-first practices. Possesses specialized expertise in leading reliable and continually improving technical support teams. An engaging and collaborative leader with equal parts EQ and technical expertise, providing continuous improvement of customers and support team..

I bring a data-driven mindset and a collaborative approach to optimizing processes and leveraging technology to enhance customer support operations.

WORK EXPERIENCE

JUMPCLOUD

IT Columnist / Evangelist, Remote

2021 – 2023

- Led the creation of a top-ranking online Community blog, fostering a vibrant digital space.
- Generated 95% of content for the launch of the IT Admins Community,
- Innovated and developed seven strategic tools for IT Admins and MSP clients.
- Fostered synergy in a diverse, multi-generational team.
- Led Corporate Blog creation, managing content, author recruitment, and the calendar
- Transitioned Corporate Blog to online Community-focused content on LinkedIn for increased traffic.

CORE COMPUTING TECHNOLOGIES, INC.

Founder | Owner | Senior Manager, Customer Support IT MSP

1996 – 2021

Founded and owned the first female-owned IT consultancy, Managed Services Provider, and service organization in the Chicagoland area. As one of the pioneers of the digital revolution in Chicago, I migrated businesses from manual systems to digital systems, improving their business results and growing a loyal clientele.

Identified and solved problems proactively and implemented solutions for emerging problems before they became problems by regularly assessing the tech stack and removing roadblocks from my customer support team.

- Orchestrated daily IT business operations, leading and motivating teams while driving operational excellence and continuous improvement to achieve lifetime NPS of 95.
- Assessed client needs in order to better implement change management processes that prioritized business value while monitoring risks.
- Managed multiple short and long term projects for multiple customers at any given time.

- Created and led cross-collaborative teams comprised of customers, customer IT staff, vendors, and internal IT staff.
- Achieved lifetime customer retention rate of over 80%.
- Aligned policies & processes and developed action plans to meet or exceed stakeholder objectives.
- 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 and customer-centric ROI-driven solutions to proactively set, execute, and surpass OKRs and fostered growth and operational excellence.
- Coached team members on growth in analytic thinking, stakeholder management, communication skills, and problem-solving.
- Successfully orchestrated the swift migration of multiple clients' data to cloud-based operations within a demanding 2-month timeframe during the challenges posed by the COVID-19 pandemic, enabling clients to continue to perform their business during the pandemic.

SKILLS

Analytical, Best Practices, Budgeting & Forecasting, Business Management, Coaching, Collaborative Environment, Communication, Continuous Improvement, Cross Functional Skills, Customer Retention, Customer Satisfaction, Customer Service, Customer Success, Customer Support, Data-driven, EQ, IAM, Information Management, Information Technology Consulting, IT Implementation, Lifelong Learner, Leadership, JumpCloud, Managed Services, Management, Mentor, Monday.com, Operational Maturity, Operations Excellence, Partnership Development, Problem Solver, Problem Solving, Process Improvement, Product Management, Program Management, Relationship Building, Resource Optimization, Service Desk, Strategic Planning, Team Building, Team Leading, Voice of the Customer, Zendesk.

EDUCATION

NORTHERN ILLINOIS UNIVERSITY ▪ Bachelor of Arts, Journalism / Advertising

TRAINING & DEVELOPMENT / CERTIFICATIONS:

Project Management Professional (PMP), 2024

ITIL 4, 2024

Agile Product Owner/Project Manager, 2023

Scrum Master, 2024

Six Sigma Green Belt, Management and Strategy Institute, 2023

Lean Culture Certified (LCC), Management and Strategy Institute, 2023

AWS Certified Cloud Practitioner, 2024

Business Analysis (CCBA), 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