

Pam Lefkowitz | IT Leader

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Leading, Orchestrating, and Implementing Robust Strategies to Succeed in IT Operations, Project Management, and Customer Success

A forward-thinking, results-driven, and customer-focused strategic leader with 15+ 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 a strong understanding of IT delivery. 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.

AREAS OF EXPERTISE:

Strategic Planning & Leadership | Partnership Development | Program Management | Customer Satisfaction | Customer Success Strategies | IT Implementations and Support | Project Management | Budgeting & Forecasting | Team Building & Leadership | Staff Training & Development | Coaching & Mentoring | Resource Optimization Performance Management | Relationship Building | Cross-Functional Collaboration

CAREER ACCOMPLISHMENTS:

- **Strategic IT Planning & Implementation:** Successfully developed and managed a critical project for a three-office law firm; tasked with a platform transition. Assembled and managed a diverse team of experts from across the country for data migration, employee training, and significant business transformation.
 - Achieved substantial improvements through the project, including enhanced data security, reduced downtime, risk/crisis management, 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 delivering to 30 users, on time, and within budget
- **Stakeholder Management and Business Alignment:** Served as a trusted technology partner to a Fortune 1000 manufacturing company for the entire lifecycle of Core Computing.
 - 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 Marketing Department employees during the challenges posed by the COVID-19 pandemic
 - Built trusting relationship with the internal IT department, which enabled a smooth transition to cloud operations
- **Process Improvement & Cost Optimization:** 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

- Retained the client, managing all aspects of their technology, resulting in substantial improvements in operational speed and cost-effectiveness

PROFESSIONAL EXPERIENCE

IT Columnist | Content Writer | Consultant

JumpCloud & Business Advisory

2021 - present

- Led technology and business consulting projects for small to mid-sized businesses
- Operationalized customer's business processes to provide value to stakeholders
- Led the creation of a top-ranking online community blog, generating 95% of content for the launch of the IT Admins Community, and fostering a vibrant digital space
- Innovated and developed seven strategic tools for IT Admins and MSP clients
- Facilitated synergy in a diverse, multi-generational team
- Contributed to cross-functional initiatives, including Generative AI Ideathon and social media

Chief Technology & Operations Officer | Director | IT Leader

Core Computing Technologies, Inc.

2005 - 2021

- Orchestrated a strategic business pivot to a Managed Services Provider (MSP) model, leading to 50% revenue increase
- Established effective communication and customer success methodologies, resulting in 80%+ customer retention rate and 95 NPS over the company's lifetime
- Served as primary liaison between IT teams, vendors, and customer stakeholders
- Led strategic IT programs for multiple clients, including successful simultaneous migrations to cloud-based operations during COVID-19 pandemic
- Created and maintained business case documentation, scope documentation, and process flows for client projects
- Shaped IT requirements through various techniques including interviews, site visits, and workshops
- Fostered a collaborative team environment, providing mentorship to employees and colleagues
- Addressed vendor and client concerns promptly, demonstrating the value of IT services

EDUCATION

Bachelor of Arts in Journalism, Northern Illinois University, DeKalb, IL

CERTIFICATIONS

Project Management Professional (PMP), 2024

ITIL 4, 2024

Agile Product Owner/Project Manager, 2023

Six Sigma Green Belt 2023

Scrum Master, 2024

ADDITIONAL HIGHLIGHTS

Speaking Engagements: Working with DEI Issues | Goal Setting | ITIL Foundations

Award: The Channel Company - CRN Most Powerful Women of the Channel

Campaign Management: Provided pro bono campaign management services to local political campaigns -

- Recruited volunteers
- Managed fundraising events
- Created social media, SMS, and physical mailer communications strategy
- Drove a GOTV strategy that increased voter turnout by 66% to its highest historical level for the area
- Achieved a 100% success rate, winning 11 of 11 candidates' offices