Brandon Jessup

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**Executive Summary**

**Customer Success Executive**

***A people-centric leader*** with demonstrated success growing customer accounts, developing talent, establishing culture, and streamlining operational processes within a high growth SaaS environment.

***A self-motivated leader who can add value to any organization by:***

* Establishing, maintaining, and expanding relationships with customers at strategic and operational levels.
* Defining and implementing a multi-year strategic vision to scale teams and solutions.
* Driving revenue and gross margin growth by addressing barriers to product and service offering adoption.

**Areas of Expertise**

Client Relationship Management **|** Business Operations **|** Program Management **|** Cross-Functional Team Leadership **|** Data-Driven Decision-Making **|** Budget Ownership **|** Team Building **|** M&A and Post-Merger Integration **|** Process Improvement **|** SaaS **|** Employee Engagement

**Education | Credentials | Industry Acumen**

**Education:** Juris Doctor **(JD)** *cum laude*, University of Miami School of Law-Miami, FL; Bachelor of Science **(BS) Psychology**, Bachelor of Science **(BS) Political Science**, Bachelor of Arts **(BA) Philosophy**, University of Idaho-Moscow, ID

**Licensures | Certifications:** Washington State Bar Association (Member No. 33114), Relativity Certified Administrator (RCA), Reveal Brainspace AI Certified

**Professional Affiliations:** International Association of Privacy Professionals (IAPP), Corporate Legal Operations Consortium (CLOC), Association of Certified E-Discovery Specialists (ACEDS), Tombolo Institute Advisory Board, Bellevue College

**Industry Insights:** Legal Services, Law Practice, Software, Professional Services

**Knowledge of Other Cultures:** Japanese, Indian, British, Korean

**Work History | Key Achievements**

**Lighthouse Global**

*Seattle, WA* [*(lighthouseglobal.com)*](https://www.lighthouseglobal.com) *- Legal software and services company. Grew from 45 employees in 2013 to more than 1k by 2022*

**Executive Director, Review and Analytics Consulting (“Expert Solutions”)** Jun 2019-Oct 2021

As department leader, delivered market-differentiated analytics consulting and review consulting services and grew adoption of SaaS products. Defined and implemented the strategic roadmap to launch and develop service offerings and to scale the department for growth, established client-focused culture, oversaw resource planning and allocation, increased operational efficiency, and ensured client satisfaction. Reported to the Chief Operating Officer (COO), managed 93 employees, and oversaw a $10M+ budget.

* **Reorganized the department,** improving gross margins by transitioning queue-based work to lower cost employees and increasing capabilities by consolidating rare resources.
* **Established new revenue streams and increased client retention** by launching search consulting and big data analytics offerings.
* **Doubled the number of clients utilizing Lighthouse’s proprietary SmartSeries** tools and increased revenue for all analytics offerings by 78% from 2018 to 2020.
* **Improved employee engagement and retention** by creating job families and career tracks, achieving zero attrition of rare expert roles and >95% overall retention during tenure.

**Executive Director, Client Services** Oct 2016-Jun 2019

Led client services project management teams, ensuring client satisfaction and account growth. Served as the voice of the customer internally, established client-focused culture, launched employee training and development programs, and instituted operational best practices. Led initiatives and applied influence across departments to improve all aspects of service delivery. Reported to the VP, Service Delivery, managed 45 employees, and oversaw a $5M+ budget.

* **Launched and expanded project management teams,** growing the functionfrom 24 to 45 employees.
* **Grew client accounts, more than doubling revenue,** exceeding $5oM.
* **Improved employee satisfaction and retention** by launching dedicated evening coverage, creating clear career paths, and improving training capabilities.
* **Successfully led client services function transition from JIRA to ServiceNow,** ensuring well-defined workflows, reduced errors, and improved turnaround times.

**Director, Client Services** Aug 2013-Oct 2016

Launched, expanded, and developed a team of client services project managers. Managed client relationships and oversaw consultation on projects. Hired and allocated resources, managed risk, directed client-level strategic decisions, led issue escalation and resolution, and worked across functions to meet client needs. Drove change through process improvement initiatives. Reported to the Executive Director, Client Services and managed 12 employees.

* **Developed the company's third client services pod**, growing the team from two to 12 members and successfully mentoring three individuals forward to lead other functions within the company.
* **Grew a Fortune 50 pharmaceuticals account into the company’s largest revenue account,** expanding from two matters in the prior year to all matters (more than 50 concurrently, on average).
* **Increased the pod’s hourly billables by 40%,** established best practices around time entry, reduced non-billable work, and created reporting to provide visibility into time entry compliance.

**Review Solutions and Client Services Project Manager** Jul 2012-Aug 2013

Launched weekend support for Review Solutions and Client Services teams and served as central point of contact for all clients and internal teams during weekends. Worked as a member of both teams to support and advise clients on e-discovery issues ranging from collection to production. Supported internal process improvement initiatives.

* **Established operating model for weekend support,** setting coverage expectations and creating communications protocols, hand-off trackers, and best practices documentation.
* **Developed weekend escalation protocol** **for IT** to ensure timely resolutions of client-impacting issues.

**K&L Gates**

*Seattle, WA* [*(klgates.com)*](https://www.klgates.com)*- Designated a Top 50 law firm by AMLAW*

**Special Projects Attorney** Feb 2003-Jul 2012

Conducted and managed e-discovery work ranging from onsite custodial collections to responsiveness, privilege, and issue coding review of documents in governmental investigations, product liability, patent, contract, employment, and antitrust cases. Led projects with complex challenges, managing project-based teams of varying sizes.

* **Drafted privilege logs** and addressed privilege log challenges in bet-the business litigation.
* **Led teams of attorneys** conducting time-sensitive onsite collections at major client facilities across the US.
* **Successfully directed teams on high-stakes projects,** including a yearlong document review for a superfund cleanup project and a large-scale trial exhibit list, coordinating across multiple firms and experts.

**Additional Core Competencies**

**Technology Skills:** Microsoft Office Suite: Microsoft Excel, Microsoft Word, Microsoft Outlook, Microsoft PowerPoint, Microsoft Teams, Microsoft SharePoint, Microsoft OneDrive, Relativity, Reveal Brainspace, ServiceNow, JIRA, Zoom, WebEx, GoToMeeting, BlueJeans, NUIX, iPro eCapture, Clearwell, Ringtail

**Professional Skills:** Account Management, Antitrust, B2B, B2C, Best Practices, Change Management, Cost Reduction, Data Analysis, Forecasting, Matrix Management, Problem Resolution, Reorganizations, Risk Management, Strategic Planning, Succession Planning, Objective and Key Results (OKRs), Key Performance Indicators (KPIs)

**Personal Skills:** Leadership, Leadership Development, Relationship Management, Interpersonal Communication, Ethics and Integrity, Trusted Advisor, Dependable, Accurate, Excellent Written and Verbal Communication Skills