**Brandon Jessup**

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Career Summary

Customer-obsessed senior business leader and attorney with extensive experience building client services teams, establishing culture, and developing and implementing best practices to improve operational efficiency, increase revenue, and improve client outcomes.

Areas of Expertise

* Cross-Functional Leadership
* Relationship Management
* Program Management
* Team Building
* Training and Development
* Coaching & Mentoring
* Process Improvement
* Data-Driven Decision Making
* Post-Merger Integration

Professional Experience

Lighthouse Global | Seattle, Washington

*Lighthouse Global is a legal software and services company that grew from 45 employees in 2013 to more than 1,000.*

**Executive Director, Expert Solutions** June 2019 – October 2021

Department leader responsible for delivering market-differentiated analytics and review support services. Responsible for setting strategic roadmap for service offerings and ensuring effective support for SaaS products. Created culture, guided hiring, oversaw day-to-day operations, and ensured positive client outcomes.

***Peak team size managed:*** (reported to Chief Operating Officer) 5 functions, 93 employees ($10.4M budget)

* + Optimized delivery of service and software offerings.
    - Developed product KPIs and scorecards to assess progress and inform stakeholders.
    - Reorganized teams, shifted repeatable tasks to lower cost personnel, developed training programs, and updated standard operating procedures to address pause and pain points in work streams.
  + Increased product and services adoption and revenue.
    - Increased revenue for key analytics offerings (2018: $5.9M, 2019: $7.5M, 2020: $10.5).
    - Doubled number of clients using Lighthouse’s proprietary review efficiency products (SmartSeries).
    - Improved end user experience - developed specialized expertise, addressed product performance and feature needs, retired underperforming products, and streamlined rollout of updates / documentation.
  + Increased employee engagement and retention.
    - Consistently ranked high in manager / leader rating based on yearly employee feedback surveys.
    - Improved employee engagement and retention through creation of job families and career tracks.
    - Installed processes to develop rare capabilities internally through career pathing and clarified vision.

Lighthouse Global | Seattle, Washington

**Executive Director, Client Services**  October 2016 – June 2019

Seattle Client Services leader responsible for being the voice of the customer for clients across the United States. Established culture, developed best practices, owned the budget, and oversaw employee development. Led initiatives and applied influence across departments to improve all aspects of service delivery.

***Peak team size managed:*** (reported to Vice President, Service Delivery) 4 teams, 45 employees ($5.2M budget)

* + Expanded Client Services team from 24 to 45
    - Implemented dedicated evening coverage, improving client experience and employee morale.
    - Created job families, clear career paths, and improved training opportunities to improve retention.
  + Increased revenue each year in role.
    - Increased trailing twelve months revenue supported by Seattle pods from $24M to $53M.
    - Built reporting to analyze hourly time entry / billability trends and address areas of inefficiency.
  + Led internal initiatives and efforts to grow the business.
    - Led Lighthouse Client Services team in due diligence that resulted in successful Discovia acquisition.
    - Project lead for numerous process improvement efforts, including updates to improve efficiency of ServiceNow workflows, implementation of a new time tracking system, and development of playbooks.

Lighthouse Global | Seattle, Washington

**Director, Technical Project Management** August 2013 – October 2016

Launched company’s third Client services team (“pod”) and grew it to be the largest and highest revenue producing. Owned the client relationship for a Fortune 50 pharmaceuticals client. Hired and allocated resources, managed risk, directed client-level strategic decisions, led issue escalation and resolution, and worked with groups across the company to ensure client needs were met. Drove change through cross-organizational process improvement initiatives.

***Peak team size managed:*** (reported to Executive Director, Client Services) 12 employees

* + Developed new client with 2 existing matters into largest revenue client (and pod) for the business.
    - Recorded first $1M month for any client or pod and highest yearly revenue for any client ($18M).
    - Managed more than 50 concurrent high stakes active projects at a time.
  + Grew pod from 2 team members to 12. Mentored and developed team members.
    - Improved client experience and employee morale / retention by implementing rotating coverage for off-shifts and team approach for matter management, providing seamless coverage regardless of individual availability.
    - 3 former team members moved on to lead other functions.
  + Increased revenue and profitability.
    - Refined hourly timekeeping practices, improving utilization and billability.
    - Increased client adoption of product offerings, making pod client the largest consumer of SmartSeries.

Earlier Career Experience

Lighthouse Global | Seattle, Washington

**Hosted Solutions and Technical Project Manager** July 2012 – August 2013

Launched weekend coverage for the Hosted Solutions and Technical Project Management teams and served as a central point of contact for all clients and internal teams on weekends. Gathered specifications from clients, drafted work orders for execution by internal teams, and ensured timely completion of projects. Supported Lighthouse’s first Hart-Scott-Rodino (“HSR”) second request project.

K&L Gates LLP | Seattle, Washington

*K&L Gates is an AMLAW top 50 law firm.*

**Special Projects Attorney** February 2003 – July 2012

Conducted and managed teams supporting electronic discovery projects related to large-scale corporate litigation. Projects led included custodial collections across the United States, document review projects spanning months or years, creation of trial exhibit lists and privilege logs, and general trial support on governmental investigations, multi-district litigations, patent, contract, employment, and antitrust matters.

Education

University of Miami School of Law | Miami, Florida

**Juris, Doctor,** *cum laude*

University of Idaho | Moscow, Idaho

**Bachelor of Science, Psychology**

**Bachelor of Science, Political Science**

**Bachelor of Arts, Philosophy**

Licensure / Activities

**Washington State Bar Association** – Active Member: #33114

**Tombolo Institute, Bellevue College** –Advisory Board Member

**Executive Leadership Training: Leading for Organizational Impact** – Center for Creative Learning (2019)

**International Association of Privacy Professionals (IAPP)**

**Relativity Certified Administrator (RCA)**

**Reveal Brainspace AI Certified**