



Leslie Leaf

Enterprise Transformation Executive | Board & Advisory Candidate



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EXECUTIVE SUMMARY

Transformational and process-driven Chief Operating Officer with 25+ years of experience leading global technology and software organizations through growth, operational maturity, and measurable business improvement. Proven ability to turn high-growth or underdeveloped operations into scalable, disciplined enterprises that drive consistent revenue expansion and EBITDA improvement. Trusted partner to CEOs and boards, aligning people, process, and technology to optimize performance, streamline complexity, and deliver exceptional customer experiences. Known for implementing process frameworks that enhance accountability, accelerate execution, and create lasting enterprise value across SaaS, payments, POS, ERP, and AP-automation ecosystems.

WORK HISTORY

ONPHASE | CHIEF OPERATING OFFICER | JULY 2024–DECEMBER 2025

Lead enterprise operations, customer delivery, and client success for a next-generation AP-automation and payments platform. Oversee cross-functional teams spanning Professional Services, Customer Success, Product Enablement, Technical Support, and BPO Operations to accelerate go-lives, improve scalability, and strengthen retention.

- Established operational foundation to mature a rapidly growing business into a scalable, process-driven organization capable of supporting accelerated revenue growth and improved EBITDA performance.
- Designed and launched "ClearPath," a 90-day go-live acceleration framework that reduced implementation timelines, improved deployment scalability, and strengthened client satisfaction.
- Realigned Managed Services and OCR operations under a pay-for-performance model tied to quality and adherence, reducing operating spend by 20% within 12 months while increasing margin contribution.
- Instituted KPI and governance models that connected operational performance to financial metrics, improving forecasting accuracy and enterprise efficiency.
- Partnered with Product and Engineering to embed customer feedback loops into product development, aligning service delivery with evolving client needs and revenue growth strategies.

REVEL SYSTEMS | CHIEF CUSTOMER OFFICER | JAN 2016–JUNE 2024

Directed a [200+]-person global Customer Success organization with \$35M P&L and \$20M in annual service revenue, leading Support, Professional Services, Account Management, Learning & Education, BI, CS Operations, and PMO. Drove operational maturity, financial discipline, and customer retention across global enterprise accounts.

- Redesigned end-to-end customer operations, achieving 38% cost reduction and +8 CSAT improvement while driving double-digit EBITDA growth through automation and process transformation.
- Built and implemented a three-tier global support structure for 24x7 coverage of mission-critical restaurant operations, enhancing responsiveness and issue resolution consistency.

WORK HISTORY CONTINUED

- Developed standardized Professional Services methodology improving implementation predictability, client time-to-value, and overall satisfaction.
- Launched Top Account and Strategic Account programs, reducing churn by 5% YoY and expanding recurring revenue base.
- Aligned customer experience and product roadmap priorities, achieving double-digit NPS growth and measurable adoption gains.
- Established KPI-driven dashboards and executive reporting, enabling data-informed decisions and improved operational transparency.
- Integrated Smart Capture OCR to replace legacy third-party systems, increasing automation accuracy, scalability, and operational efficiency.

ORACLE CORPORATION | DIRECTOR, BUSINESS OPERATIONS (GLOBAL F&B SUPPORT) | JUN 2014 – JAN 2016

- Led post-acquisition operational consolidation and vendor management for a 1,000-person global support organization, driving cost efficiency and service alignment across global functions.
- Consolidated vendor network from over 100 to fewer than 10, achieving \$1.5M annual savings while improving service consistency.
- Transitioned 900+ staff to a global follow-the-sun support model, increasing responsiveness and coverage.
- Developed and implemented global training and headcount plans, optimizing workforce utilization and skill development across multi-region teams.

FRONTRANGE SOLUTIONS | SENIOR GLOBAL DIRECTOR, SUPPORT SERVICES & MAINTENANCE RENEWAL | SEP 2008 – MAY 2014

Built and led a unified global support and renewals organization spanning 15 products and 120+ employees. Oversaw \$60M annual revenue at 84% margin with a 90% renewal rate.

- Implemented ITIL-based Service Management SaaS platform for incident and release management, improving responsiveness and uptime.
- Launched Customer for Life and Top Accounts programs, increasing CSAT by 12% and enhancing long-term retention.
- Reduced corporate spend 25% through process improvement and automation while maintaining client satisfaction.
- Developed global renewal strategy and support framework, ensuring predictable recurring revenue and operational efficiency.

T-MOBILE USA | SENIOR MANAGER, IT OPERATIONS | APR 2003 – SEP 2008

Managed multi-site support and service-desk operations for 150+ employees with a \$15M annual budget. Championed process innovation to improve service delivery and reduce IT costs.

- Implemented enterprise knowledge base and self-service portal, reducing incident volume by 20%.
- Established internal PMO to oversee IT initiatives, cutting IT spend by 10%.
- Led service-desk relocation from Tampa to Texas on time and under budget, maintaining service continuity.

PRICEWATERHOUSECOOPERS | MANAGER, CONSULTING PRACTICE SERVICE DESK | MAY 1999 – APR 2003

Integrated consulting practice support into firm-wide service operations. Drove process standardization and performance metrics to improve delivery consistency.

- Developed SLAs, metrics, and incident management processes to unify support standards and improve accountability across the consulting division.

CERTIFICATION & SKILLS

Certifications: ITIL v2 Foundations | ITIL Manager Certification | HDI Certified Service Desk Director & Manager | Project Management (Villanova) | Knowledge Management (HDI)

Technical Skills: CRM, ERP & Payments Platforms (Oracle, NetSuite, Salesforce, onPhase, SAP Concur)

EDUCATIONAL BACKGROUND

MBA - Aspen University, Denver, CO

BA, History & Political Science - St. Andrews Presbyterian College, Laurinburg, NC