



# Leslie Leaf

“I’m growth-minded, process-driven, and relentlessly customer-focused. My role is to simplify complexity, empower teams, and turn operational rigor into competitive advantage”.



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## Customer Strategy | Growth Leader | Operational Excellence

Leslie Leaf is a dynamic, data-driven executive with over 25 years of experience leading global SaaS, professional services, and customer success organizations across the software and payments industries. A proven operator and strategist, she specializes in transforming complex operations into scalable, customer-centric engines that drive growth, retention, and operational excellence. Known for unifying technical and business functions, Leslie bridges product, engineering, and customer delivery to achieve measurable, repeatable outcomes. She is deeply metric-centric, building performance cultures grounded in KPIs, forecasting accuracy, and transparent data-driven decision-making.

Leslie has led global organizations at scale, serving as Chief Customer Officer at Revel Systems and Chief Operating Officer at onPhase. At Revel, she oversaw the end-to-end customer organization—Professional Services, Customer Success, Technical Support, and Account Management—representing more than 50% of company headcount and a \$35M P&L. Her leadership reduced operational costs by 38%, decreased churn by 5% year over year, and elevated NPS and CSAT to record highs through disciplined scorecards, dashboards, and predictive performance models.

At onPhase, she drove post-acquisition transformation initiatives that standardized delivery playbooks, accelerated go-lives, and established data-driven KPIs that improved client experience, utilization, and profitability.

Her operational foundation was built through leadership roles with Oracle, FrontRange Solutions, T-Mobile, and PwC, where she led large-scale business transformations, vendor consolidations, and global support enablement. Across these roles, she developed a reputation as a process optimizer, culture builder, and customer advocate with a consistent focus on measurable performance and continuous improvement.

A forward-thinking executive, Leslie champions automation and AI-enabled analytics to enhance customer outcomes and operational predictability. She has introduced AI-driven insights into forecasting, customer health scoring, and support and implementation workflows—helping organizations shift from reactive execution to proactive, data-guided growth. Her leadership philosophy centers on aligning people, process, metrics, and emerging technology to deliver sustainable enterprise value.

Leslie is a trusted advisor and motivational leader who balances analytical rigor with a people-first approach, ensuring both business performance and cultural health thrive. She is seeking board, advisory, or executive operating roles with SaaS or technology organizations where she can scale customer success, professional services, and operational transformation initiatives—particularly those leveraging AI and advanced analytics to accelerate long-term growth.