

ERIC FLIEGEL

Chicago Metro Area (60563)
(845) 216-3526

efliegel@gmail.com
linkedin.com/in/ericfliegel

GLOBAL SUPPORT & DIGITAL EMPLOYEE EXPERIENCE LEADER

Scaling enterprise support organizations into strategic differentiators

- **RAFT+NUDGE Framework:** Design and apply a proactive support model that reduced escalations by 80%+ while sustaining CSAT above 92% across global enterprises
- **Support as a Strategic Differentiator:** Transform cost-center support functions into trust-driven organizations that reduce friction, deflect avoidable demand, and focus teams on high-value work through clarity, knowledge, and automation
- **Global & DEX Leadership:** Lead global teams of 250+ through growth and M&A, strengthening Digital Employee Experience (DEX) through operating discipline, modern tooling, and high-trust leadership
- **Chicago-Based Leadership:** Deep roots in the Chicago and Naperville tech corridor, providing hands-on executive leadership with global reach

CORE COMPETENCIES: Global Support Strategy & Architecture | CX/EX Strategy | DEX Transformation | AI & Automation in Support | ITSM / ITIL Governance | SLA & KPI Design | Escalation Suppression Frameworks | RAFT+NUDGE Methodology | Knowledge & Self-Service Strategy | M&A Integration | Organizational Change Leadership | Crisis & Executive Communication

PLATFORMS & TOOLS: ServiceNow | Salesforce Service Cloud | Zendesk | Freshdesk | Microsoft 365 | Google Workspace | ITSM & Knowledge Platforms | AI Support Tools & Chatbots

INDUSTRY EXPERIENCE: SaaS | Healthcare (Human & Animal) | Financial Services | Media & Communications | Consulting | Education

PROFESSIONAL EXPERIENCE

RAFT Advisory Services, Chicago, IL

Founder & Principal Advisor (Independent Executive Practice)

3/2024 – present

Fractional executive advisory practice focused on strengthening global employee IT support and customer support organizations through discipline, escalation prevention, and trust-based service delivery

Selected Advisory Work

- Led a Phase I advisory engagement for a healthcare SaaS support organization, delivering a Support Operating Playbook, staffing and coverage analysis, and leadership coaching grounded in RAFT and NUDGE principles
- Partnered with senior support leaders to establish durable service foundations and operating playbooks designed to reduce friction, lower repeat demand, and operate independently at scale

NOTIFIED, Chicago, IL (Apollo Management Group-backed)

Vice President, Global Services & Support

3/2021 – 3/2024

Global Support and Event Services leadership through hyper-growth

- Led global support and services for a \$250M virtual events SaaS business, scaling operations for 1,350 employees and enterprise clients worldwide
- Promoted within nine months to lead a 275+ person organization across Support, Enablement, Delivery, TAM, and Integration, delivering 50K large-scale enterprise virtual events annually with improved reliability and client readiness

Positioning Support as a Strategic Differentiator

- Redesigned support, onboarding, and implementation to increase transparency, predictability, and customer confidence, improving CSAT above 92 percent
- Introduced proactive and follow-through support practices that reduced escalations by more than 80 percent
- Built cross-functional operating rhythms with Product, Engineering, and Sales to strengthen delivery quality and accountability

M&A Integration & Organizational Redesign

- Integrated an acquired event-tech firm within 90 days, unifying systems, workflows, and performance standards
- Guided post-surge organizational redesign to align talent, structure, and scale needs while maintaining morale and service continuity

Operational Continuity & Exit Preparation

- Prepared the business unit for divestiture and executed a seamless leadership transition, ensuring uninterrupted client delivery and operational stability

IDEXX Laboratories, Eau Claire, WI

Director, Global Customer & Technical Support

6/2017 – 10/2020

Scaling SaaS Support for a Global Veterinary Customer Base

- Led support for veterinary SaaS/PMS solutions across 8,000+ practices at a \$2.5B healthcare technology company
- Managed 135+ professionals across the U.S. and Ukraine, delivering 24/7 technical support and consistently exceeding SLA and CSAT targets

Advancing Support Efficiency and Platform Readiness

- Consolidated multiple CRM platforms into Salesforce Service Cloud to standardize workflows and improve visibility
- Enabled double-digit growth without adding headcount by optimizing processes, case routing, and automation

Strengthening Culture, Retention, and Employee Experience

- Reduced attrition from 20% to under 2% by building a transparent, trust-based culture and modernizing the workplace experience

Improving Operational Consistency and Customer Confidence

- Strengthened onboarding, knowledge management, and documentation practices to support scale and accelerate new-hire proficiency
- Partnered with Product and Engineering teams to establish structured feedback loops that influenced feature design and improved release quality

GARTNER, Trumbull, CT

Vice President, Worldwide Technical Support

6/2008 – 5/2017

Global IT Support Leadership for 14,000 employees in 90 Countries

- Directed enterprise IT employee support across North America, LATAM, EMEA, and APAC
- Oversaw 24x7 BPO Help Desk, global follow-the-sun onsite support, Identity and Access Management, executive support, and internal IT communications

Consolidating and Unifying Global Support

- Consolidated four regional teams into a global function, standardizing service delivery and eliminating ticket loss
- Launched a global employee support portal and unified service number to deliver a consistent global experience

Scaling with ITIL, Automation, and Operational Excellence

- Optimized onboarding and hardware refresh processes to support 3,000+ hires annually with zero disruption

Proactive Support and Accountability Culture

- Introduced the Next Contact Due model, reducing executive escalations by over 80% through proactive follow-through and clear ownership
- Strengthened trust and accountability across regions, with clear, time-bound communication standards

Executive and Crisis Communications Leadership

- Led IT crisis communications and executive support during major incidents
- Championed global leadership programs and strategic planning initiatives

EARLIER EXECUTIVE LEADERSHIP ROLES

Held senior technology and operations leadership roles across healthcare, financial services, education, and digital media, including CIO, COO, and VP-level roles

MERRILL LYNCH – Director, Global Infrastructure Services

Unified 80 support portals serving 50,000 global employees into a single global experience, authored the enterprise technology operations playbook, and led a post-9/11 reorganization that reduced headcount by 50% and operating costs by 67%

CONSULTANT – IT Strategy & Service Management

Advised enterprise clients on service transformation, support optimization, and ITIL-aligned operating models that improved responsiveness and transparency

Other Leadership Roles

ETOUR, SUPPORT TECHNOLOGIES, EDUTREK / AIU, EMORY HEALTHCARE

EDUCATION

MBA, Computers & Information Systems and Marketing – Simon Business School, University of Rochester, Rochester, NY
BA, Computer Science and Economics - University of Rochester, Rochester, NY

FEATURED ARTICLE

Want to Serve Your Customers Better? Give 'Em a NUDGE
RespondAndFollowThrough.com/nudge