

## Contact

[www.linkedin.com/in/leahmadan](https://www.linkedin.com/in/leahmadan)  
(LinkedIn)

## Top Skills

Salesforce.com  
Account Management  
Customer Service

## Certifications

Unconscious Bias  
Diversity, Inclusion, and Belonging  
Confronting Bias: Thriving Across  
Our Differences  
Skills for Inclusive Conversations  
Communicating Across Cultures

# Leah Bowes

COO and co-founder | CrowdSolve  
Denver, Colorado, United States

## Summary

Customer Experience leader with the unique ability to serve as the executive VOC while simultaneously balancing the needs of the business. Skilled at scaling Customer Success (proactive) and Customer Care (reactive) organizations to create a world-class customer experience that increases revenue and decreases attrition, all while delivering an industry-leading NPS result. Primary areas of expertise include revenue growth, customer management, process improvement, building and scaling highly effective teams, leadership development, partner management, customer experience strategy.

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## Experience

### CrowdSolve

9 months

#### COO and co-founder

July 2022 - Present (6 months)

#### Head of Success and Channel

April 2022 - June 2022 (3 months)

### Bowes Consulting, LLC

#### Consultant/Owner

April 2021 - Present (1 year 9 months)

Bowes Consulting provides customer experience consulting services to support high-growth technology companies develop, implement, optimize, and scale a successful customer management discipline designed to increase revenue, reduce attrition, increase customer and team satisfaction, and optimize results.

### PaySimple

12 years

#### SVP of Customer Experience

September 2019 - December 2020 (1 year 4 months)

Executive leader responsible for a team of ~45 Customer Success and Customer Care professionals, providing proactive engagement and reactive support to 25,000 customers across three unique product lines.

Vice President of Customer Experience  
April 2014 - September 2019 (5 years 6 months)

Senior Director, Customer Experience  
July 2013 - April 2014 (10 months)

Director of Customer Experience  
October 2011 - July 2013 (1 year 10 months)  
Greater Denver Area

Senior Manager, Customer Experience  
January 2011 - October 2011 (10 months)

Manager, Customer Care  
January 2010 - January 2011 (1 year 1 month)

Team Lead, Customer Care  
May 2009 - January 2010 (9 months)

Customer Care Professional  
January 2009 - May 2009 (5 months)

The Bradley Boulder Inn  
General Manager  
October 2005 - October 2008 (3 years 1 month)

General Manager of a busy, boutique hotel located in downtown Boulder.  
Focused on providing outstanding customer service in a luxury environment.

Rippowam Cisqua School  
Co-teacher/Intern  
September 2004 - June 2005 (10 months)

Co-managed a classroom of thirteen students daily, teaching basic concepts in large and small groups to three and four year olds.

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## Education

Hobart and William Smith Colleges  
Bachelor of Arts, Sociology, Studio Art · (2000 - 2004)

