

PHILLIP LUEKER

Executive Leader | Building Organizations that Scale

Customer Experience • Organizational Strategy • Operational Excellence

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EXECUTIVE PROFILE

Executive leader with nearly 30 years of experience leading customer-facing organizations across SaaS, managed services, consulting, ops centers and enterprise technology. Proven success scaling high-performing teams, strengthening executive customer partnerships, leading complex cross-functional initiatives, and building the operational foundations for sustainable growth. Throughout my career, I have been trusted to build organizations, not simply manage them, by establishing governance, developing leaders, implementing scalable operating models, and delivering measurable business outcomes.

My experience spans organizational leadership, AI adoption, customer adoption, technical operations, implementation strategy, and operational transformation. I bring together people, processes, and technology while establishing strong feedback loops between customers, Product and Engineering that improve adoption, inform product direction, and strengthen business outcomes.

Experience spans Fortune 100 enterprises, venture-backed SaaS, managed services, consulting, and telecommunications. Veteran, United States Army 82nd Airborne Division.

HOW I LEAD

Developing Teams & Leaders

Building high-performing teams and leaders through trust, mentorship, accountability, and servant leadership while creating cultures where employees are empowered to succeed.

Strengthening Customer Partnerships

Creating trusted executive relationships that improve adoption, increase long-term value realization, and position customer partnerships as a strategic advantage.

Building Operational Excellence

Designing scalable operating models, governance frameworks, AI adoption strategies, and cross-functional rhythms that simplify execution and improve organizational effectiveness.

Scaling Organizations

Building governance, operational systems, leadership structures, and repeatable business mechanisms that enable sustainable scale.

PROFESSIONAL EXPERIENCE

ServiceNow 2017 – Present | Director, Support Account Management Services

- Promoted three times over nine years based on leadership impact, customer advocacy, organizational development, and consistent execution.
- Lead a geographically distributed organization of 35 professionals through five direct leaders while strengthening organizational capability, employee development, and customer outcomes.
- Helped mature ServiceNow's Support Account Management organization through a period of extraordinary growth from approximately 40 professionals to nearly 500 by building governance, leadership mechanisms, knowledge management practices, and scalable operational systems.
- Designed and implemented governance programs adopted across the global Support Account Management organization, improving delivery consistency, accountability, and organizational scalability.
- Designed leadership operating mechanisms, AI enablement strategies, executive communications, budgeting processes, strategic planning forums, and scalable playbooks supporting organizational transformation.
- Help guide the organization's adoption of generative AI by developing governance, enablement strategies, training, and responsible usage practices that accelerated productivity while promoting secure and effective enterprise adoption.

- Modernized the global Knowledge Management program by introducing governance, ownership, lifecycle management, AI-assisted knowledge creation, and quality standards while improving organizational learning and the visibility of customer trends across the business.
- Partnered with Customer Success, Product, Engineering, Sales, and executive leadership to improve customer adoption, value realization, implementation success, and long-term customer retention while establishing customer feedback as a strategic input into product priorities and organizational decision-making.
- Mentored leaders and future executives while fostering a high-performance culture centered on accountability, collaboration, continuous improvement, and customer value.

Wipro 2015 – 2017 | Senior Manager | ITIL Process & Governance Team

- Established governance structures, improving operational maturity and customer confidence.
- Built continual improvement programs supporting long-term customer success.
- Advanced operational maturity through governance and continual service improvement.

Nissan North America 2014 – 2015 | IS Manager | Service Operations – NNA Global Service Desk

- Positioned Knowledge Management as a strategic capability for operational excellence and customer experience.
- Improved operational performance through organizational alignment.
- Managed vendors, budgets, and enterprise priorities.

TeleTech 2008 – 2014 | Progressive Leadership Roles culminating in Senior Manager, ITSM Operations

- Built Service Transition and Service Operations organizations.
- Directed Network Operations Center (NOC) global teams across North America, Europe, Asia, and Latin America.
- Established governance, KPIs, Knowledge Management, and Configuration Management.

EchoStar DISH 2007 – 2008 | Network Operations Analyst

- Led cross-functional process improvement initiatives supporting Customer Service and Field Dispatch operations.
- Managed operational projects that improved service delivery and execution across Customer Care, Dispatch, and IT.
- Partnered with business and technical teams to implement sustainable operational improvements.

Sprint 1999 – 2007 | Progressive Technical and Operations Leadership Roles

- Built enterprise process frameworks.
- Developed governance documentation, standards, and training.
- Led continuous improvement initiatives.

United States Army 82nd Airborne Division 1994 – 1996 | Network Systems Operator/Maintainer

- Installed and maintained tactical communications systems supporting military operations.
- Selected to train Army cadets; awarded a U.S. Army Signal Corps Certificate of Achievement.
- Served as an Infantry Paratrooper with the 82nd Airborne Division.

EDUCATION

Bachelor of Liberal Arts & Sciences | University of Kansas

Associate of Arts | Johnson County Community College

LEADERSHIP PHILOSOPHY

I believe organizations achieve their greatest potential through trust, servant leadership, and genuine care for employees and customers. Great leaders create clarity, build trust, and develop people who consistently accomplish more together than they could individually. I also believe innovation, including AI, creates lasting value only when guided by strong governance, responsible adoption, and an unwavering focus on improving customer and business outcomes.