

TOM GRIMALDI



ABOUT TOM

- ✓ 25 Yrs, Int'l Business
- ✓ Brand Champion
(McD, Wal-Mart, Dunkin, Case Logic)
- ✓ Blockchain to Textiles, Brought 75 Products to Market
- ✓ Sales, Ops & CX Concierge
- ✓ Process Definer & Peaceful Disruptor
- ✓ Bilingual Global Citizen

Have your SLAs gone rogue?

Did remote work and COVID erode your standardized, repeatable process?

Do hybrid employees know their roles?

You're not alone.

And the ENTIRE delivery lifecycle hangs in the balance.

TRUTH: If you rebuild the employee culture, a five-star customer journey will follow.

Drop the trendy fads, tools, and buzzwords. What matters are the fundamentals: responsibilities, roles, structure, and accountability. Ready to build a solid foundation?

THE OUTCOMES



Process Enhancement becomes Priority



Informed Choices, Measurable Actions



Deal Flow Optimization



A Culture of Delivery Success



Scaling with Intention



Renewals on the Reg



ACCOUNTABLE CULTURE =
CUSTOMER JOURNEY IGNITED

“As VP, Customer Excellence, Tom's leadership, high-energy style, commitment to accountability, ability to drive buy-in from leadership, and unwavering focus on execution and key deliverables were critical. We developed the processes for customer acquisition and support and the result was success in a highly competitive market, as embodied by our first big RFP against major incumbents. He is a boon for any early-stage organization.”

— Saar Mahna, Founder CEO, Banjo Health

“Tom's exceptional communication skills, collaborative nature, analytical prowess, natural mentorship helped us implement strategic enterprise-wide program management. His keen eye for identifying gaps led to improving company-wide efficiency. He revolutionized our operational framework and set a new standard for excellence. Working with him was truly an enriching experience. Tom made a significant impact on our teams' and my personal success.”

— Jake Galley, Sr. Manager of Business Operations, CVS Aramark

If you're ready for dramatic change in the dark corners of your products, sales and operations, let's talk. tom@mpoweriq.com | (303) 5036927

