

CASE STUDY

A Glimpse into HOW I WORK

For the 11 years prior to branching out on my own, I ran the day-to-day operations for a high-end professional services firm. Here's some of what one long-term colleague wrote about me before my departure:



How are we going to fill the void left by the man who:

- Was a powerful collaborator—thoughtful, focused on results, and energetic
- Was willing (and able) to successfully mediate conflict
- Served as a champion for good ideas and good people and really moved things forward
- Spoke plainly when difficult things needed to be said
- Inspired us and calmed us down with his “perspective” emails
- Valued fair play and fair-mindedness above all
- Didn't hold grudges
- Could always get us laughing (with him or at him)

Jeremy was very good at his ‘job’—managing, pricing, operational and organizational thinking. And the way he could get carried away with playing with numbers gave us analyses and insights that have been extremely valuable. Finding ways to fill those roles will be challenging, but manageable—Jeremy was careful to develop a meaningful exit strategy.”

Deciding to go out on my own was a big deal, and has proven a good decision. Here's a brief summary of what I did just prior to taking that jump.



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Over the 11 years I led the operation:

- Sales increased 830%, overall
- Sales increased every year
- Headcount grew 375%, overall
- Annual employee retention averaged over 90%

