

FARRIS HAMWI, PMP

Denver, CO | www.farrishamwi.com | [LinkedIn](#)

BUSINESS OPERATIONS, CLIENT SERVICES & TRANSFORMATION LEADER

Business operations, client services, and transformation leader with 15+ years of experience turning strategy into scalable execution across professional services, SaaS, and technology-enabled organizations. Leadership experience includes building a 50+ person national practice and directing business operations and technology strategy across a \$300M, 1,500+ person organization. Proven record of redesigning operating models, developing high-performing teams, modernizing service delivery, and aligning people, process, and technology to improve revenue, margin, efficiency, client experience, and organizational capacity. Builds alignment across Sales, Service Delivery, Customer Success, Product, Finance, IT, Risk, and Quality.

CORE COMPETENCIES

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| ▪ Professional Services Growth & Scale | ▪ Commercial Strategy & Profitable Growth |
| ▪ Operating Model Design & Delivery Excellence | ▪ Client Implementation & Customer Success |
| ▪ Executive Client Leadership & Talent Development | ▪ Enterprise Governance & Organizational Change |

PROFESSIONAL EXPERIENCE

CLA (CLIFTONLARSONALLEN LLP) • UNITED STATES

03/2014 – PRESENT

Professional services firm focused on consulting, outsourcing, wealth advisory, and accounting services, with 9,000+ employees, 130+ U.S. locations, and global affiliations.

DIRECTOR OF OPERATIONAL SERVICE DELIVERY | Business Technology Solutions (01/2025 – Present)

Retained leadership of the Business Technology Solutions team while assuming broader cross-practice responsibility beyond its prior CAAS mandate.

- **Lead expansion from one practice to three service lines, sponsoring four enterprise initiatives** to launch three client-facing software offerings and execute a complex platform consolidation through cross-functional and strategic-partner alignment.
- **Redesigned the service-delivery operating model from individual-contributor-driven execution to leader-led accountability**, introducing OKRs, operating rhythms, role clarity, and knowledge-sharing mechanisms that increased team output by 40% with minimal headcount growth.
- **Implemented AI-enabled automation and practice-management workflows** that standardized delivery, eliminated operational bottlenecks, reduced errors, accelerated turnaround, and cut client and staff escalations by 55%.
- **Built scalable self-service enablement** in partnership with Learning & Development and practice champions, creating reusable content and knowledge resources that improved cross-team consistency and **reduced support demand by 45%**.
- **Partnered with Risk, Quality, and IT executives** to redesign financial controls and system-access governance related to client cash handling, reducing liability exposure by 99% while strengthening enterprise compliance.

MANAGING DIRECTOR | Business Technology Solutions, CAAS (03/2021 – 12/2024)

Served on the CAAS senior executive leadership team, directing business operations and technology strategy across a \$300M, 1,500+ person professional-services practice.

- **Defined and executed a multiyear technology and operations strategy** that evolved the service line from traditional accounting services toward value-driven advisory solutions, improving service-delivery efficiency by 25% and expanding high-margin consulting offerings by 20%.
- **Led and developed a 12-person leadership team** of directors, managers, and product leaders accountable for technology strategy, implementation, enablement, adoption, and continuous improvement, strengthening ownership and execution across the organization.
- **Partnered with approximately 150 CAAS office and industry leaders and enterprise functions—including IT, Quality, Risk, and Contracts—to align priorities, strengthen governance, and drive adoption**; presented technology and operating strategy to 800+ stakeholders.
- **Directed the portfolio of accounting, payments, spend-management, and productivity platforms**, overseeing budgets, vendor relationships, contracts, adoption, and roadmap alignment while influencing product direction through external advisory councils.

DIRECTOR | National Sage Intacct Practice, Digital (03/2014 – 02/2021)

Selected to scale a \$1M local practice into a national offering, leading a 50+ person team across sales, customer success, and professional services. Built standardized operating, delivery, and resourcing models adopted across pods to improve consistency, predictability, and quality at scale. Owned the customer lifecycle from pre-sales solutioning through implementation and post-sale delivery, aligning sold scope with delivery execution.

- **Scaled the practice from \$1M to \$16M in revenue**, grew the client base from 250 to more than 1,800, and built a 50+ person organization across sales, customer success, and professional services.
- **Owned the client lifecycle** from pre-sales discovery and solutioning through implementation, adoption, and post-sale delivery, aligning commercial commitments, implementation requirements, and delivery capacity.
- **Designed standardized delivery, resourcing, and capacity-management frameworks** that improved consistency, predictability, and quality at scale; the approach was subsequently adopted by Sage Intacct Professional Services and showcased at its annual conference.
- **Partnered with Sage Intacct Sales, Product, and Professional Services** to standardize discovery, demos, implementation handoffs, and service delivery feedback loops, improving MRR growth, delivery alignment, and the end-to-end customer experience.
- Established a client success model that **increased NPS from 45 to 73** and reduced churn from 8% to under 3% through proactive engagement and clearer ownership across the customer lifecycle.

INTELLITEC SOLUTIONS • WASHINGTON, D.C.

08/2003 – 03/2014

Startup provider of software solutions focused on improving financial and customer relationship management initiatives.

MANAGER & SaaS PRACTICE LEAD (08/2008 – 03/2014)

Promoted to lead the Washington, D.C. office and national SaaS practice, overseeing 6 leaders responsible for 35 consultants and developers, with accountability for budget, operations, and practice performance.

- **Held full P&L and EBITDA responsibility for the SaaS practice**, consistently meeting financial targets and contributing to overall organizational profitability.
- **Established and governed the Sage Intacct practice**, expanding the company's cloud-based financial-management offerings and contributing to long-term growth.
- **Pioneered the Microsoft Dynamics SL cloud hosting service**, positioning the company for future success in financial advisory and consulting. Designed innovative pricing models and improved client engagement.

Additional roles at Intellitec Solutions included Project Manager and Senior Consultant.

EARLIER PROFESSIONAL EXPERIENCE

Founder and CEO | LnF, Lost & Found Mobile App

Consultant | Master, Sidlow & Associates, Wilmington, DE

Senior Accountant / Accounting Systems Analyst | American Dental Education Association (ADEA), Washington, D.C.

TECHNICAL SKILLS

Spend Management Solutions: BILL, Ramp, Expensify, Airbase

Financial Planning & Analysis: Fathom

Program Management Apps: Asana, Teamwork Projects, Smartsheet

ERP & Financial Systems: Sage Intacct, Digits, Microsoft Dynamics, QuickBooks, Workday

Analytics and Automation: Microsoft Power BI; Workflow Automation; AI-Assisted Operations and Knowledge Enablement

EDUCATION & CERTIFICATIONS

Microsoft Power BI Data Analyst | Microsoft – 2025

Project Management Professional (PMP) | Project Management Institute – 2024

Microsoft Certified Database Administrator | Legacy Certification

Bachelor of Science, Accounting | Costello College of Business, George Mason University, Fairfax, VA – 1995