



Kelsie McCrea

Practice Manager

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As a legal operations professional, Kelsie drives solutions that simplify legal operations, enhance client service and improve results. Kelsie has 20+ years of experience in the legal industry and a deep knowledge of business practices and the delivery of legal services. She applies that knowledge to help attorneys, legal teams and clients align interests, create transparency and adapt processes and technology that maximize efficiencies and create value.

In collaboration with attorneys and clients, Kelsie serves as a strategic partner in developing and implementing client-centric service delivery models, including three models recognized by the Association of Corporate Counsel (ACC) in its ACC Value Champions awards. Each model is based on a deep understanding of the legal, financial and business goals of the client and designed to deliver both business and legal excellence.

In addition to assisting with strategic planning initiatives, Kelsie is also responsible for various aspects of both internal firm and external client financial management. She works directly with attorneys to create tailored pricing solutions for clients such as portfolio alternative fee arrangements (AFAs); fixed fees by matter, phase or activity; performance-based billing arrangements; and various other hybrid models. Kelsie also develops, tracks and manages client budgets ranging from small discreet projects to multimillion dollar complex litigation budgets.

Other elements of Kelsie's multifaceted role include:

- Data Management, Analytics and Performance Metric-Reporting
- Project and Program Management
- Relationship and Resource Management
- Knowledge Management
- Process Improvement, Workflow Development and Automation

- Technology Assessment, Implementation and Adoption

Kelsie is a data-driven, strategic problem-solver and experienced leader of people, projects and change. She has a Master of Science in organizational development, is a member of the Corporate Legal Operations Consortium (CLOC) community and is a certified Legal Lean Sigma® Yellow Belt.

Education

- M.S., Avila University (Organizational Development)
- B.S., Park University (Management in Human Resources)
- A.A.S., Penn Valley Community College (Paralegal Studies)