



## Jeffrey S. Isaacs

### Chief Operating Officer

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Jeffrey Isaacs brings more than two decades of senior leadership experience leading complex legal and professional services organizations through strategic, operational, and enterprise-level transformation. He partners closely with firm leadership to develop and execute the firm's strategic vision, strengthen operational effectiveness, support attorney productivity, and optimize client service.

As Chief Operating Officer, Jeff provides executive oversight and integration across finance, marketing and business development, technology, personnel services, facilities, and administration. He works with the Managing Principal, Management Committee, and senior operational leaders to translate strategic priorities into actionable initiatives, enhance governance and accountability, and promote seamless collaboration across departments. His responsibilities include overseeing day-to-day business operations, driving process improvements, implementing performance metrics, and aligning firm resources to support growth, efficiency, and long-term success.

Jeff serves on the firm's Management Committee and, as a strategic integrator and trusted advisor, ensures the firm's business operations are aligned, efficient, and positioned to support the firm's long-term success and client service objectives.

Throughout his career, Jeff has led enterprise-level transformation initiatives spanning legal operations, finance, technology, procurement, risk management, and strategic outsourcing. He is widely regarded for advancing modern legal service delivery models that improve efficiency, transparency, governance, and measurable value for clients and stakeholders. His leadership approach emphasizes aligning operational strategy with client needs while ensuring scalable, sustainable business practices in increasingly complex environments.

Prior to joining the firm, Jeff held senior leadership roles at KPMG, Goldman Sachs, and Prudential Financial, where, among other things, he led global legal operations, transformation, and governance initiatives across complex organizations. At KPMG, he served as Head of Strategy Implementation for the client-facing Global Legal Services business, supporting a network of more than 3,800 attorneys across 80+ jurisdictions through strategic planning, process optimization, technology enablement, and expansion of managed services. Earlier, Jeff spent more than a decade at Goldman Sachs where he served as a Managing Director in a variety of roles, including as Global Chief Operating Officer for the Legal Department, Global Head of Third-Party Governance, Global Co-Head of Supply Chain Management, and Global Practice Area Head for Technology, IP & Contracts, overseeing large global teams, enterprise cost-transformation initiatives, firmwide outsourcing and risk-management frameworks. He began his in-house leadership career at Prudential Financial, serving as Chief Operations Officer for Law, Compliance & Business Ethics and Vice President & Corporate Counsel for Mergers &

## Jeffrey S. Isaacs Cont.

Acquisitions and Financial Management, combining operational leadership with hands-on legal work across complex transactional matters.

Having served as both outside counsel and a long-tenured in-house leader, Jeff brings a well-rounded, business-focused perspective to firm management and legal operations.

### Articles

- "The Pitfalls of Purchase Price Adjustment Provisions," *ACC Docket*, 9/2004

### Media Mentions

- "Legal Operations Pioneer Profile: Jeff Isaacs," *ACC Docket*, 9/30/2024
- "Top 10 Most Innovative Law Departments," *Inside Counsel*, 9/2009

### Bar Admissions

- New York

### Education

- *Columbia University School of Law*  
J.D., 1988
- *Colgate University*  
B.A., 1985  
magna cum laude, Phi Beta Kappa