

Crowell & Moring Hires COO From Lowenstein Sandler

By Xiumei Dong

Law360 (July 11, 2023, 12:32 AM EDT) -- Crowell & Moring LLP has brought on board a new chief operating officer from Lowenstein Sandler LLP to take charge of the firm's business operations, administrative support and client service, the firm announced on Tuesday.

Joseph J. Palermo, who held the COO position at Lowenstein Sandler for more than five years, joined Crowell & Moring on Monday and will be based in the firm's New York office. Palermo is stepping into the role previously held by James Dixon, who departed the firm in October to establish his own consultancy, according to his LinkedIn profile.



Joseph J. Palermo

"What I'm really excited about the role is that I will have other business functions reporting to me. I think that's a bit of a change for the firm," Palermo said in an interview with Law360 Pulse. He further noted that the firm's management empowered him to drive change and collaborate with the firm's various practice areas to deliver the necessary services for the lawyers to effectively serve the firm's clients.

According to the firm, Palermo will serve as a strategic partner to Crowell & Moring's leadership, supervising key areas such as finance, talent, human resources, marketing, information technology, client innovation, practice management and office operations. He will also provide executive oversight for Crowell & Moring's consulting services, including Crowell & Moring International and Crowell Health Solutions.

"Joe Palermo is someone who we identified as having outstanding background, highly relevant preparation in his prior posts as a COO, as a [chief financial officer], but also excellent communication skills, empathy, and sense of priorities that we think align really well with our firm and the challenges that all firms are confronting in the market today and where we want to try to move to in our continued progress," Philip T. Inglima, chair of Crowell & Moring's management board, said in an interview with Law360 Pulse.

Inglima further explained that the legal market has experienced increasing professionalization on the business level, making it crucial, particularly as a firm reaches a certain scale and offers a broad range of practice areas and client base, to have strong business acumen to effectively tackle the associated challenges.

"We are in an age of really enormous progress technologically ... Client expectations are extremely high ... and manner of delivering services has changed a few times over, over the last 25 years," Inglima said. "So I think having somebody who has seen and mastered many of those changes and challenges was key to us, and we feel really confident that Joe is that person."

Prior to being COO at Lowenstein Sandler, Palermo held the same role at K&L Gates LLP for a decade, where he oversaw the firm's global operations across the Americas, Europe, Australia, Asia and the Middle East. Before that, he served as CFO for Wilson Elser Moskowitz Edelman & Dicker LLP and Testa Hurwitz & Thibault LLP.

Palermo joined the firm at a time when Crowell & Moring had been strategically expanding its C-suite. In April, the firm hired Joel Gustafson, a former chief technology officer at Mayer Brown LLP, as its next chief information officer. Additionally, In May, the firm promoted its legal technologist Alma Asay as its first chief innovation and value officer.

Crowell & Moring was ranked the 90th-largest firm on this year's Law360 400 list, with 578 U.S. attorneys and 231 U.S.-based partners. According to the firm, Crowell & Moring has added more than 175 lawyers over the past four years and expanded to Chicago, Denver, Shanghai, and Doha, Qatar.

--Editing by Jay Jackson Jr.