

SHELLEY MCKENZIE

Director of Operations & Client Success

Shelley is a seasoned professional with a knack for cultivating and maintaining strong client relationships. Her role is pivotal in driving customer satisfaction and retention and fostering a culture of continuous improvement within the organization. She's the advocate for our clients' needs and priorities, ensuring that our decision-making focuses on the client.



What sets Shelley apart is her unique blend of skills and qualities. She brings a proactive approach, a continuous learning mindset, and a high degree of adaptability and resilience to her role. Her passion for client advocacy, her adept use of technology, and her empathy and emotional intelligence makes her an invaluable asset to our team and our clients.

Shelley's problem-solving skills have been instrumental in ensuring client success. She's always ready to roll up her sleeves and tackle challenges head-on, ensuring that our clients' needs are met and their expectations exceeded.

When she's not championing our clients' success, Shelley can be found enjoying the great outdoors in Calgary, camping and ebiking, or spending quality time with her family and friends. She's also an avid reader, continually feeding her lifelong love of learning.

Shelley's journey at Level 52 is a testament to her dedication, adaptability, and unwavering commitment to client success. She embodies our mission to inspire and equip leaders to change their world and create measurable and meaningful impact.

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