BLG evolves client-first strategy with appointment of Lisa Marie Bruzzese as Chief Client Officer

National (May 26, 2025) – Borden Ladner Gervais LLP (BLG), Canada's law firm, announces the appointment of Lisa Marie Bruzzese as Chief Client Officer, marking a strategic move to enhance the firm's client service delivery and strengthen its position as a trusted advisor to leading Canadian businesses.

In this key leadership role, Lisa Marie will spearhead BLG's client experience strategy, overseeing the firm's business development, marketing and client service initiatives while fostering a culture of excellence across BLG's national platform.

"Lisa Marie has an unrelenting drive to find new and better ways to help clients succeed," says BLG's incoming National Managing Partner and CEO, David Di Paolo. "Her appointment reflects our commitment to delivering exceptional client experiences through innovation and strategic thinking. Lisa Marie's service-minded, action-oriented approach will continue to benefit our client relationships."

Lisa Marie brings a unique combination of strategic vision and proven execution to the role. Since joining BLG in 2017, she has advanced through increasingly senior leadership positions, most recently serving as National Director, Business Development. In this capacity, she successfully led teams integrating practice and industry expertise with operational excellence to deliver enhanced value to clients.

"Our clients' success drives everything we do at BLG," says Lisa Marie. "We have always been at the forefront of legal service excellence in Canada, and I am committed to advancing that legacy by deepening our client partnerships and anticipating their evolving needs. By combining our premier legal talent with next-generation service delivery, BLG will continue to set new standards for client experience in the legal industry."

Lisa Marie recently completed the certificate in Transforming Client Relationships Through Innovation from the Harvard Law School Executive Program and is pursuing her Executive MBA at the University of Toronto's Rotman School of Management.

Her immediate focus will be to advance the firm's client-centric initiatives by enhancing BLG's client feedback programs and strengthening the firm's position as a trusted advisor to leading Canadian businesses.

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