

Waterstone Announces Promotions

Waterstone Management Group is pleased to announce the following promotions:

Andrew Clark to Principal



Andrew helps advise Waterstone clients on key strategic issues, including growth planning, new market entry, go-to-market strategy, and operations performance improvement. He is recognized by clients and colleagues alike for his thoughtful insight, exceptional client engagement skills, and ability to successfully shepherd engagements from initial proposal through timely delivery.

Since joining Waterstone in 2012, Andrew has worked with clients in a range of industries, with a focus on financial services technology, telecoms, and business services. Examples of recent work include guiding the setup and market entry of a Managed Services business by an enterprise software company, developing the go-to-market launch plan of a cloud telephony product suite, and improving Professional Services operations of a large financial services technology vendor to improve key profitability and performance metrics.

In addition to his exemplary client work, Andrew has played an instrumental role in driving many important firm-building initiatives, including the expansion of the firm's Customer Success capabilities and the selection, design, and improvement of our operating processes system. He is also recognized for his strong interest in and dedication to staff mentoring and development.

Steven Michalkow to Senior Associate



Steven works with clients across a broad spectrum of initiatives, including new offer design and launch, acquisition due diligence, market research, and organizational and process improvement. Since joining Waterstone in early 2013, he has worked with companies across the technology landscape, from broad portfolio conglomerates to niche ERP providers, call center software providers, and other cloud-intensive infrastructure businesses.

Throughout his time at Waterstone, Steven has continuously made meaningful contributions to the firm. Most recently, he has played a significant role in delivering multiple Customer Success engagements. In particular, he has distinguished himself with his customer journey mapping work, where he has demonstrated a unique ability to distill significant amounts of information into key themes and ideas, and to present this information in insightful and innovative ways. Steven has also been instrumental in driving the firm's efforts around the Internet of Things (IoT), representing the firm at key industry conferences, authoring thought leadership content, and helping to build relationships with other players in the ecosystem.