

Verdie Grant
Address / Phone / Email

August 2011 to Present: Management Associate ##LexisNexis - Executive leadership rotational program, currently working in the Auto Insurance Data Services group on telematics / usage-based-insurance initiatives. Previously worked in Corporate Strategy / Market Planning for the Retail/eCommerce Market group in LexisNexis Risk.

May 2008 to July 2011: Manager of Customer Relations ##LexisNexis Examen, Inc. - Supervise account management and support functions for Internet-based corporate legal software solution. Responsible for overall customer satisfaction, incremental revenue opportunities, and customer contract negotiation / retention. Responsible for over \$20M in customer accounts. Developed and supported Account Managers and Account Representatives to provide professional and proactive support to VP and Director-level executives at client companies.

- Oversaw 100% retention of strategic accounts in 2008 and 2009
- Lead team to selling professional services of > \$400,000 in 2008--20% over our goal, and most ever for our division, and over \$1.1 million over three years
- Successfully oversaw and negotiated favorable terms on contract renewals in excess of \$5M of annual recurring revenue
- Received accolades from several cross-functional peers (technology, support, product management, professional services) for my ability to communicate with technical and non-technical executives and customers alike
- Directly oversaw strategic management of a \$1.3 million account, raising their overall rating of our company from 63% to 93% over 9 months.

October 2000 to December 2007: President ##Psyberware - Assumed the senior executive role in an Internet Access and Business Web Development/e-commerce/IT consulting company and maintained a commitment to high-availability service and amazing levels of customer service. Responsible for all aspects of the business from management--hiring, coaching, delegation, feedback and training--budgeting and financial analysis/control, P&L, and technology assessment/deployment.

- Assessed organizational strengths/weaknesses and built a strategic plan to shift the business from residential to business services
- Managed state-wide roll-out of DSL service through partnership with AT&T, including developing training and support plans, managing network hardware and software installations, and negotiating telecommunications contracts
- Launched successful IT consultancy and business DSL roll-outs, maintaining revenue stability through new markets

October 1995 to October 2000: Operations Manager ##Psyberware - Managed a team of 12 employees providing customer service and direct phone sales to our Dial-up Internet access service clients. Consistently maintained high levels of availability and customer service. Lead regular team meetings and utilized public monitoring and goal-setting to inspire and maintain quality.

- Created initial frameworks for customer support, documented processes, trained employees, and developed software in support of a new start-up Internet Service Provider
- Led team to continually score 99%+ on customer service surveys

December 1993 to October 1995: Independent Consultant - Worked directly with business clients and home-users in configuring computers and networks, training, and sales. Installed new business networks, configured business phone systems, wrote custom applications for billing and accounting purposes. Performed diagnosis and repair, as well as shipping / receiving, sales and customer service duties.