

Verdie Grant

Address / Phone/ Email

Aug 2011 - Present: Executive Management Rotation, LexisNexis - Work with senior business leaders to address critical issues on a project basis, defining business problems and delivering ideas, insights and solutions. Currently working as a Product Manager for the CounselLink legal spend management SaaS business, focused on new Data Analytics initiative. Previously in Auto Insurance Data Services group as Vertical Market lead on usage-based-insurance (UBI) services launch, and in Corporate Strategy in a market planning function for the Retail/E-commerce group, both within LexisNexis Risk.

- Delivered requirements for CounselLink reporting enhancements on time using Pragmatic Marketing framework
- Delivered database of market problems around reporting/analytics on time via customer interviews/market research
- Presented new UBI solutions in partnership w/ sales to decision makers at 7 of top 10 US auto insurers (25+ in all)
- Authored industry white paper in partnership with outside strategy consulting firm on the use of Big Data in UBI
- Built high-level requirements for launch of smartphone app to required specs, with product management and technology
- Negotiated partnerships with in-car hardware vendors to provide hardware options within budget for UBI opportunities
- Delivered market size analysis and business case for profitable international expansion of e-commerce fraud tools

May 2008 - Jul 2011: Manager of Customer Relations, LexisNexis - Supervised account management and support functions for CounselLink software solution. Responsible for overall customer satisfaction, incremental revenue opportunities, and customer contract negotiation / retention. Responsible for over \$20M in annual customer revenue.

Developed, coached and supported a team of 8 Account Managers and 4 Account Representatives to provide professional and proactive support to VP and Director-level executives at client companies.

- Increased satisfaction from 63% to 93% for a \$1.3M account in 9 mos. by shared goal-setting / proactive communication
- Delivered over \$1.1 million service revenue across team over three years through sales training & streamlined process
- Delivered service revenue of \$400,000+ in 2008—20% over our team goal by focusing on key strategic accounts
- Achieved 100% retention of strategic customer accounts in 2008 and 2009 via team focus on customer service levels
- Oversaw and negotiated favorable terms on renewals in excess of \$5M /yr, maintaining revenue and increasing retention
- Increased customer satisfaction with projects by liaising complex technical topics between customers / development team
- Built customer confidence & relationships by presenting roadmap, services overview to Fortune 500 GCs/VPs

Oct 2000 - Dec 2007: General Manager, Psyberware - Assumed senior role in a ~\$500k/yr Internet Access and Business Web Development/e-commerce/IT consulting company and maintained high-availability service and exceptional levels of customer service. Responsible for all aspects of the business from management—hiring, coaching, delegation, feedback and training of staff of 12 FT/PT employees—budgeting and financial analysis/control, P&L, and technology deployment.

- Oversaw DSL product plan/technology launch ultimately accounting for 80% of subscription revenue within 5 years
- Launched IT consulting and business DSL services on time and under budget, maintaining company revenue stability
- Received Microsoft Certified Partner status, training two MS certified professionals supporting IT consulting business
- Cut infrastructure costs by >20% by identifying and partnering with key wholesale dial-up and DSL providers
- Maintained profitability in challenging market through budgeting, cost cutting, and employee efficiency improvements
- Launched successful in-home computer repair/service offering voted “Best Local Computer Service” three years running

Oct 1995 - Oct 2000: Operations Manager, Psyberware - Managed a team of 8 employees providing customer service and direct phone sales to our Dial-up Internet access service clients. Responsible for maintaining high levels of availability and customer service. Led regular team meetings and utilized public monitoring and goal-setting to inspire / maintain quality.

- Achieved 99% customer satisfaction by implementing new tracking system, measured by regular customer surveys
- Created processes, trained employees, and developed software on time and under budget in support of start-up ISP
- Developed initial company branding / marketing collateral, including design and copywriting to required standards
- Launched free in-home Internet setup service resulting in 20% increase in close rate and reduced customer support costs

Dec 1993 - Oct 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.

- Achieved 100% customer satisfaction and 100% on-time delivery of all customer projects to agreed service levels
- Designed and implemented 20-computer Novell network for a major customer on time and within budget