**ANNEMARIE GRAMLING**781.507.3698 (mobile)

amgramling@gmail.com (she/her/hers) · www.linkedin.com/in/amgramling

|  |
| --- |
| **SUMMARY*** Senior executive leader of high-performing and globally distributed professional services teams that consistently deliver increased revenue and client satisfaction
* Unrelenting focus on scalable, process-driven services methodologies using PMO best practices and tools focused on operational efficiency and optimal resource allocation
* “Employees First” leadership style. I believe organizations build trust, loyalty, and performance through demonstrable, consistent commitments to employee well-being and professional growth.
 |

#  CAREER OVERVIEW



|  |
| --- |
| 2019 – currentVP, Customer transformation and delivery services, healthedge, burlington, ma*Industry-leading financial, administrative and clinical software platform for health plans, supporting the top US payers; acquired by blackstone in 2020** Responsible for customer relationships, services revenue growth and customer satisfaction throughout the implementation with an average customer satisfaction score of 4 out of 5, a 20% improvement since 2019
* Executive responsible for client relationship and negotiations, solution design, and successful solution deployment/implementations.
* Managing portfolio of $60M and improved margin by 6 points YoY, while improving implementation quality by 18%.
* Leading high-performing team of 45+ professionals across the US, including hiring and staff development
* Key successes include the deployment of a standard implementation methodology and portfolio management tool to enable management through OKRs and KPIs

2008 – 2019SVP, engagement services, Silverlink / WELLTOK, burlington, ma*LEADING MULTI-CHANNEL PATIENT ENGAGEMENT SOFTWARE PLATFORM supporting the top 25 US payers; acquired by Welltok in 2015** Selected by the Board and CEO to lead the Silverlink business post acquisition, became the acting GM managing $33M P&L of healthcare technology and engagement services company serving health plans and pharmacy organizations across Medicare, Medicaid and Commercial populations
* Responsible for 130 full-time staff and 50 part-time staff and contractors across Product, Engineering, Operations and Service Delivery and Customer Success organizations
* Lead architect and executive for newly merged product positioning and marketing, and opportunity approvals, including integrated communications and analytics products, incentives, and third-party point solutions
* Responsible for Customer relationships, revenue retention (95% Customer/revenue retention), account growth and customer satisfaction (NPS > 85) and increased sales support that led to an average 35% increase in deal size
* Created ‘employee first’ culture focused on teamwork and individual growth opportunities that supported our mission to deliver at the highest level of quality and service for our customers.
* Executive responsible for services and operations due diligence throughout multiple M&A activities, including pre and post integration governance, best practice deployment and customer communications with zero client attrition and less than 3% voluntary staff turnover.
* Leadership and hands-on approach for managing high visibility, complex multi-channel product and solution implementations for new and existing customers.
 |
| 2008 - 2009Executive director, Client services, loftware, portsmouth, nh*global leader in enterprise labeling technology enabling supply chain and business continuity for more than 5,000 customers across 100 countries** Senior leader responsible for managing all aspects of Customer deliverables including Pre-Sales Engineering, Professional Services, Training and Technical Support.
* Restructured Technical Support organization; doubled support hours without increasing headcount, increased Customer satisfaction, improved incident management flow, decreased incident close times.
* Redesigned Pre-Sales and Professional Services methodologies. Resulted in improved internal collaboration, more effective resource allocation, larger opportunities, increased Customer satisfaction and additional revenue.

2007 - 2008vp, professional services, bottomline technologies, portsmouth, nh*collaborative payment, invoice and document automation solutions used by ~1,200 corporations, financial institutions and banks worldwide** Senior leader of 70-person Professional Services team across six product lines with different implementation profiles from large, multi-million-dollar enterprise class implementations to short, multi-day installations; full P&L responsibility for $10MM in Services revenue
* Reengineered cross functional processes for company’s flagship Payments product. The resulting changes streamlined product delivery and improved revenues by 20% and margins by 10%.
* Established Program Management Office that resulted in corporate project visibility, consolidated revenue reporting, implementation of best practices and standard metrics.
* Rebuilt the Educational Services organization; increased training revenues by 100%.
* Provided due diligence and team leadership essential to the successful integration of a $45MM acquisition.

2001 - 2007director, consulting and implementation services, charles river development, burlington, ma*GLOBAL Investment management technology for portfolio construction, trading, compliance, and data management for investment and wealth managers* * Managed a staff of approximately 20 Senior Managers, Project Managers and Consultants
* Developed, deployed, and managed the firm’s Implementation Methodology, Consulting Services and internal cross functional processes as they related to implementing the product and supporting services.
* Direct responsibility for managing multiple, large scale, global projects and maintaining executive level relationships with many of *Global Investor’s* Top 100 Largest Asset Managers, e.g., T. Rowe Price, Deutsche Asset Management, UBS, Loomis Sayles, Pioneer.
* Developed and deployed ‘Charles River University,’ an in depth, training program for Implementation Services staff. The program reduced time to field for new staff, improved overall performance and Customer satisfaction.

1999 - 2001senior project manager, send.com, waltham, ma*b2b2c e-commerce solution providing unique consumer gift experiences through a network model of retailers across the us** Created, implemented, and managed all product planning, development and product launch processes for the Product Planning and Development Department.
* Within six weeks, defined, developed, and implemented a product launch solution that delivered a formal, cross-functional approach to launching all products on the web site.
* Developed and implemented a standard project framework used for all product launches with a 50% faster speed to market for all products without any increase to staff.

1989 - 1999systems officer, state street bank and trust, boston, ma* Various positions with increasing levels of responsibility. All were system implementation/project management positions across Commercial Lending, Commercial Mortgage Services, and Unclaimed Property divisions.
 |

 **SOFTWARE SKILLS AND PROJECT MANAGEMENT TOOLS**

* Salesforce (Lightning & Classic), Atlassian, JIRA, SmartSheet, MS Powerpoint, Excel, Word, Project.

**HONORS AND ACTIVITIES**

* Frequent presenter/speaker (AHIP-America’s Health Insurance Plans Consumer Engagement Workshop, World Healthcare Conference, company BoD and User Group meetings).
* Two-time STEVIE AWARD recognition for Executive leadership and Mentorship/Coaching.
* Volunteer and Board Member for multiple community-based not-for-profits.

# EDUCATION

|  |
| --- |
| bachelor of arts, economics, syracuse university |