

# Lynnette Mitchell-Grady

Professional Services Manager

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Results-oriented Senior Professional Services Consultant versed in project management, process improvement and organizational modeling. Successful at analyzing information and proposing effective solutions that resolve business operational problems and drive growth. Equipped to apply 12 years of consulting and program management experience to the Professional Services Manager/Director role.



## Proficiencies

- |                                      |                    |
|--------------------------------------|--------------------|
| ◆ Strategy Planning & Coordination   | ◆◆◆◆◆<br>Very Good |
| ◆ Process Implementation Improvement | ◆◆◆◆◆<br>Very Good |
| ◆ Aging Reports Analysis             | ◆◆◆◆◆<br>Very Good |
| ◆ Interpersonal Communication        | ◆◆◆◆◆<br>Very Good |
| ◆ Dependable and Responsible         | ◆◆◆◆◆<br>Very Good |



## Professional Expertise

- |                             |   |
|-----------------------------|---|
| ◆ <b>Aug 2022 - Current</b> | <b>Senior Consultant - Professional Services</b><br><i>Wolters Kluwer Tax &amp; Accounting, Tampa, FL</i> <ul style="list-style-type: none"><li>• Helped meet changing demands by recommending improvements to business systems and audit workflow process.</li><li>• Developed and updated tracking spreadsheets for process monitoring and reporting.</li><li>• Maintained open communication by presenting regular updates on project status to customers.</li><li>• Identified business issues through careful collaboration with key stakeholders</li><li>• Identified new revenue ideas and opportunities within existing markets</li></ul> |
|-----------------------------|---|

**Feb 2021 -  
Aug 2022**

## **AR Cash Implementation Consultant**

*Blackline, Woodland Hills, CA*

- Provided customized client training to effectively streamline the onboarding process for newly implemented AR Cash solution.
- Authored user documentation to help train third-party personnel on implementing AR Cash solution.
- Effective collaborations with internal departments and third-party personnel to coordinate implementation activities that maximized performance by 15%.
- Achieved project deadlines by 15% via coordination with contractors to manage implementation performance.
- Built client relationships by assessing clients' needs for issue resolution and support follow-up.

**Apr 2013 -  
Feb 2021**

## **PMS Implementation Consultant**

*Oracle, Columbia, MD*

- Traveled to customer facilities to inspect initial implementation of PMS system, directing apparent issues to appropriate engineering staff for correction.
- Served as project driver and authoritative source for customers implementing PMS systems.
- Delivered exceptionally high level of professionalism and support to each client, upholding company's commitment to service.
- Worked well in team settings, providing support and guidance that increased milestone achievements by 8%.

**Jan 2011 -  
Feb 2013**

## **Reimbursement Specialist**

*Maxim Healthcare, Columbia, MD*

- Prevented delays and claim denials by correcting information prior to submission.
- Helped minimize escalations by reaching out to clients in advance of expected problems.
- Billed and collected for claims submitted on clients' behalf with sales totaling \$6.5M.
- Delivered timely information to insurance representatives to resolve common and complex issues.
- Collaborated with customers to resolve disputes.



## **Education**

**Sep 2019 -  
May 2024**

## **Bachelor of Science: Management Information Systems**

*University of Maryland Global Campus - Adelphi, MD*

- 3.8 GPA
- magna cum laude graduate

## Sep 2017 - Associate of Applied Science: Computer Information Systems

May 2019 Harford Community College - Bel Air, MD

- 3.54 GPA
- cum laude graduate



### Accomplishments

- Achieved 41% increase in student interest/engagement in the IEEE student volunteer program through effectively helping with data mining and analysis tasks from IEEE-USA student survey forms.
- Cross-department collaboration with Marketing and Web Development team in the IEEE US Government Communities of Interest (USG Col) and CoPx4 project initiative.
- Used Microsoft Excel to improve facilitation training, volunteer hours tracking, and configuration implementation milestones tracking.
- Achieved 33% boost in productivity by introducing Trello project management software for documenting and tracking operational and technical tasks.
- Led and influenced a team of 6 by facilitating and educating each team member on the use of communication tool sets to productively carry out operational and technical tasks during the IEEE project initiative.
- Exhibited leadership by being a positive force in promoting and boosting team morale and engagement by 18% within the IEEE SVP Business Team.



### Affiliations

- International Institute of Business Analysis
- Institute of Internal Auditors
- Institute of Electrical and Electronics Engineers



### Software

Microsoft Office Suite

◆◆◆◆◆  
Very Good

Project Management Software

◆◆◆◆◆  
Very Good

Project Tracking Software

◆◆◆◆◆  
Very Good

Google Suite

◆◆◆◆◆  
Very Good

Diagramming Applications

◆◆◆◆◆  
Good

Oracle Database & Cloud

◆◆◆◆◆

◆	SQL/MYSQL	◆◆◆◆◆	Good
◆	Video Conferencing Tools	◆◆◆◆◆	Good
◆	AI Technologies	◆◆◆◆◆	Very Good
◆	SAP/Dynamics/NetSuite	◆◆◆◆◆	Good
◆	Salesforce	◆◆◆◆◆	Good
◆	Remote Access Tools	◆◆◆◆◆	Good

## Certifications

◆	<b>May 2019</b>	Computer Information Systems Certificate - Unix (Harford Community College)
◆	<b>May 2019</b>	Computer Information Systems Certificate - Programming (Harford Community College)
◆	<b>Aug 2020</b>	IIBA Entry Certificate in Business Analysis
◆	<b>Oct 2020</b>	Certified Oracle Cloud Infrastructure Foundations Associate
◆	<b>Apr 2022</b>	Project Sherpa Consultant Certification (PSCC)