

Herb Grice, PMP/SSBB
(973) 524-0760
Maplewood, NJ
herb.grice@gmail.com
www.linkedin.com/in/herbgrice

SENIOR IT PROJECT MANAGER AND BUSINESS ANALYST WITH AUDIT, FINANCE, HEALTHCARE, INSURANCE, PHARMACEUTICAL, RETAIL, AND TELECOMMUNICATIONS EXPERTISE

- Certified Project Management Professional keenly attuned to customer and client needs with demonstrated ability to create and successfully drive multiple diverse IT and Operations projects/programs with superior quality on time, within scope, and under budget
- Quantifiable results-driven process improvement, plan redesign, and program growth through data analysis and cross-team collaboration in heavily regulated Fortune 500 companies
- Resourceful at leveraging technology to engage vendors and engineers to build, deploy, and upgrade traditional, cloud, and virtual data storage for arrays, desktops, devices, and servers
- Skilled at call center, digital, portal, and website content, architecture, and design to enhance member experience and first contact resolution
- Exceptional written and verbal communication, meeting facilitation, presentation, problem-solving, and teambuilding skills

Additional hands-on competencies include:

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|-------------------------------|-----------------------------------|--------------------------------|
| ▪ Six Sigma Lean TQM | ▪ Agile Scrum | ▪ Risk Assessment/Mitigation |
| ▪ Portal/Content Management | ▪ Vendor Management Procurement | ▪ IVR VUI |
| ▪ Call Center Data Center | ▪ SharePoint Administration | ▪ CRM SFDC |
| ▪ Electronic Data Interchange | ▪ Business Continuity | ▪ eCommerce B2B |
| ▪ Audit Quality Assurance | ▪ User Acceptance Testing | ▪ SDLC Business Requirements |

PROFESSIONAL EXPERIENCE

BED BATH AND BEYOND – UNION, NJ

2017 - PRESENT

BUSINESS ANALYST | PROJECT MANAGER | FEATURE LEAD – COMPUTING PLATFORM

Managing BRD/delivery of IT Enterprise projects as part of T3 Agile strategic alignment/consolidation roadmap

- Upgraded digital content for the Move and Blog web portal with transition of failed vendor relationship to Rackspace in collaboration with the Account, Marketing and Global teams for successful targeted campaigns
- Improved execution as BA and QA leads for Agile features, projects, and programs including Data Center moves/upgrades, Blog, Broadband/Wi-Fi rollout, ECommerce, and Point of Sales(POS)
- Driving various IT projects in the infrastructure and computing space including Remediation, Patching, Security, Windows/Unix/ Linux Storage Databases, Cloud Computing, and Vendor Management
- Created GxP SOWs and Risk Analysis for strategic vendors - Datapipe, GTT, Google, and Rackspace
- Realigned patching and other remediation schedules and communicated deployments to application owners and business teams for workstations, servers, and arrays for SOX and other audit compliance and to mitigate Spectre/Meltdown vulnerability

ADP – ROSELAND, NJ

2015 – 2017

PROJECT MANAGER – IAAS/SAAS/STORAGE INFRASTRUCTURE TEAM

Led storage migrations as a Program, aligning cross-functional groups

- Delivered various technical projects for Distributed Computing involving LAN/WAN, NAS, SAN, Cloud Storage, Linux, Unix, Windows, ESX, Oracle, SQL, VMware, EMC, VPN and managed the project workflow to ensure timely deliverables, increase operational efficiency, and save over \$5 million in decommissions
- Prioritized projects and tasks with a resource shortage of 2 FTEs based on leadership goals/budget
- Prepared comprehensive project plans, provided status updates to key stakeholders, and escalated issues

HEWLETT PACKARD | JOHNSON & JOHNSON – RARITAN, NJ

2013 – 2014

SR. PROJECT MANAGER | QUALITY ANALYST– HP UNIX STORAGE MIGRATION TEAM

Guided 3 HP engineering teams and third-party vendors in a \$6M Storage Migration project in a highly regulated pharma environment using J&J's change management and document retention system – ServiceNow conforming to internal and external FDA GxP audit parameters

- Migrated over 5 petabytes of data to more efficient HP storage arrays at local and Belgium Data Centers
- Delivered faster response times and dramatically lowered energy usage by retiring 100% of the committed storage arrays
- Improved process flow and efficiency for documentation and change control approvals by over 300%

OPTUM INSIGHT | SUTTER HEALTH HMO PLAN - Sacramento, CA

2013 – 2013

SENIOR CONSULTANT | PROJECT LEAD | BUSINESS ANALYST – MEMBER SERVICES

Designed and implemented end-to-end customer service policies & procedures, designed member portal content and navigation, developed business requirements supporting Service operations including Budget, SFDC(SalesCloud and ServiceCloud) as the core CRM software system and interface, and I3 Call Management System for IVR and VUI to deliver a competitive service experience for a start-up Knox Keene health plan in CA

- Created 14 Standard Operating Process documents and 35 corresponding process flows on schedule
- Designed Training, Workflows, and UAT protocols for process and systems including SFDC(SalesCloud/ServiceCloud), I3, IVR, VUI, Member Satisfaction Surveys, related systems, language line, and call handling procedures for call center and sales staff

HORIZON BLUE CROSS BLUE SHIELD OF NEW JERSEY – Newark and Wall, NJ

2003 – 2012

MANAGER - PROJECTS & PROGRAMS - SERVICE DIVISION SUPPORTING 3.6M MEMBERS

Directed operations, strategic projects, programs, and plan initiatives including Business Continuity, Media events, NICE redesign, FCR, Key Client Accounts, EDI, IVR/VUI Analytics, UCSW(Siebel) Analysis, Teleworker Program, CDH, SFDC POC ServiceCloud demo for Star/Broker Lines as well as ad hoc projects such as Repeat Call Reduction, Appeal/Executive Escalations, and Broker Engagement

- Led Enterprise project team creating strategic initiatives that earned national recognition as Most Improved Blue Plan for First Call Resolution (FCR) and related metrics increasing results by 11%
- Directed Operations for PPO Call and Claim Center of 150+ staff while improving call handling efficiency by over 10% and managing claim payment system migration
- Vendor Manager for claims and digital content vendor APAC as well as program vendors including Comcast, Officescape, and Service Quality Management
- Managed and reconciled \$2.6M annual budget

PRIOR EXPERIENCE

CONCERT COMMUNICATIONS SERVICES - Somerset, NJ

2000 - 2002

IMPLEMENTATION AND PROJECT MANAGER

AT&T - Bridgewater, NJ

1995 – 2000

PROJECT MANAGER | STAFF MANAGER | TEAM LEADER**EDUCATION AND PROFESSIONAL DEVELOPMENT**

BS Business Management (in progress) - University of Phoenix, San Francisco, CA

Project Management Professional Certification (# 1554898) – Project Management Institute

Agile Certified Practitioner (PMI-ACP) anticipated in 2019

Six Sigma Black Belt Certification (# 2734871) - ExpertRating

Proficient in core software, change management, CRM, SAP and SaaS applications and tools including MS Office Suite, Clarity, Google Analytics, iGrafx, Jira, Oracle, PlanView, Remedy, Salesforce.com, ServiceNow, SharePoint, SQL, and Tableau