
Grant Mitchell

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EMPLOYMENT HISTORY

Client Services Specialist

Employment: October 2021 – July 2023

SHL (www.shl.com) (Minneapolis, MN)

- Worked with SaaS Account Managers to manage portfolios, provide sales support and research to not only meet but exceed client goals
- Performed client platform trainings, scheduled onboardings, QBR deck prep, renewals
- Responsible for strict SLA daily/weekly/monthly reports for several Fortune 500 companies
- Assisted fellow employees with technical/reporting issues
- Worked cross functionally with several departments within company and acted as expert for client subscription tracking/use

Technical Account Manager

Employment: May 2020 – January 2021

SPS Commerce, Inc. (www.spscommerce.com) (Minneapolis, MN)

- Assisted vendor communities with upcoming technical changes which included sending communications to hundreds of vendors while also providing training calls to assist over the phone
- Helped troubleshoot errors that vendor communities would be having with our services
- Provided reports to retailers to give snapshot of how their vendor community is performing with our documents and services
- Organized and led several meetings with executive management to understand how we can better assist them and their vendor communities

Operations Specialist/Customer Success Manager

Employment: October 2018-May 2020

SPS Commerce, Inc. (www.spscommerce.com) (Minneapolis, MN)

- Worked directly with Costco for successful onboarding of up to hundreds of vendors a month
- Several on-site meetings with Costco executive team to discuss business values, future goals
- Led several major projects with Costco including; ASN Proof of Concept, major process changes, major billing changes, software updates
- Worked directly with SPS Testing and Implementation teams to ensure onboarding process with hundreds of vendors each month is going smoothly
- Ran several reports including; onboarding, testing vendors, complete invoice audits
- Maintained strict 2 hour SLA of onboarding new Costco vendors

Associate Program Manager

Employment: April 2018- October 2018

SPS Commerce, Inc. (www.spscommerce.com) (Minneapolis, MN)

- Worked with our key retail partners to ensure successful vendor onboarding
- Worked with various teams within the company to influence execution and vendor management
- Created reports on a weekly basis for several retailers
- Analyzed those reports to determine best action for retailer to take to ensure onboarding success
- Worked as point of escalation for other employees and retailers

Billing Analyst

Employment: September 2017-April 2018

SPS Commerce, Inc. (www.spscommerce.com)(Minneapolis, MN)

- Handle customer/employee escalation cases
- Review and correct customer contracts/agreements
- Create contracts from opportunities
- Assign/monitor billing email queue
- Control Costco billing
- Serve as escalation contact for internal employees

Associate Billing Analyst

Employment: October 2016-September 2017

SPS Commerce, Inc. (www.spscommerce.com) (Minneapolis, MN)

- Daily Cash Application: Lockbox, wires, ACH, credit card totaling in hundreds of thousands of dollars each day
- Process customer cancelations and deactivate connections
- Process cases for billing issues submitted to billing queue
- Provide support for customers via phone and email
- Credit card dispute resolution
- Serve as internal resource to customer, billing and cash application questions
- Provide specific support on cash application or payment related inquiries
- Prep changelog entries made within NAV and provide support for the changes
- Review flat rate contracts for any internal errors

Accounting Assistant/Administrative Assistant

Employment: September 2014- October 2016

WolfNet Technologies (www.wolfnet.com) (Minneapolis, MN)

WolfNet Technologies is a real estate internet technology company that offers IDX/VOW property search applications, WordPress websites, and other services. As Accounting Assistant working with only one other person, I took on majority of the accounting duties for the company

- Assist Accounts Receivable, including preparing and mailing/emailing invoices, processing customer payments and preparing deposits, addressing customer account inquiries, and collections
- Assist Accounts Payable, including recording vendor invoices, processing vendor payments, and handling vendor inquiries
- Assist customers with sales orders, questions and service needs
- Create and maintain customer database and files
- Prepare customer reports
- Handled the accounting email and phone line
- Used several programs including: Salesforce, NetSuite, WorkForce
- Daily credit card decline/expired calls

EDUCATION

Bachelor of Science, Marketing

August 2009-May 2013

St. Cloud State University, St Cloud, MN