

Mercedes Sophia Grzimek

Project & Program Leader | Navigating Teams & Transformation with Clarity and Care

mgrzimek@gmail.com | +1-702-827-8449 | Santa Cruz, CA | [LinkedIn](#) | Dual Citizen (US & German)

----- PROFESSIONAL SUMMARY -----

Strategic and grounded project leader with 10+ years of experience guiding complex programs through ambiguity and change. I bring structure to chaos, align cross-functional teams, and design systems that scale with intention. Whether stabilizing post-launch operations, leading digital transformations, or navigating compliance-heavy environments, I lead with clarity, calm, and care. My work is people-centered and purpose-driven. I thrive when I'm building trust, creating momentum, and delivering outcomes that last.

CORE COMPETENCIES

- Program & Project Leadership
- Digital Transformation
- Training, Enablement & Onboarding
- Cross-Functional Communication & Alignment
- Stakeholder & Executive Engagement
- Vendor & Team Coordination
- Change Management & Adoption Strategy
- Operational Leadership in Compliance-Heavy Environments
- Post-Production Support & SLA Management
- Data-Driven Decision Making
- PMO Governance & Standardization
- Award-Winning Delivery
- Scalable Systems & Process Optimization
- Risk Mitigation & Compliance
- Agile & Sprint Execution
- Values-Driven Execution & People-Centered Leadership
- Calm Leadership in Chaotic, High-Stakes Environments
- Global Delivery Across Distributed Teams

INDUSTRY EXPERIENCE

Cloud-Based SaaS Platforms | Financial Technology, Payments & Fraud Prevention | eCommerce, Retail & Consumer Goods (CPG) | Telecommunications & Infrastructure Support | Education, Enablement & Learning Platforms | Startups | Professional Services & Consulting Delivery | Hospitality & Entertainment | Community Health & Wellness

----- PROFESSIONAL EXPERIENCE -----

SENIOR PROJECT MANAGER, POST PRODUCTION SERVICES

Managed Services | Vendor Transition | Post-Production Support | PMO Enablement & Governance

BORN GROUP (a TECH MAHINDRA COMPANY) Remote | June 2021 – June 2025 (Full-Time)

Delivered Adobe Commerce transformation and post-acquisition stabilization for global clients including Nestlé and Brightspeed. Led initiatives that modernized digital platforms, scaled PMO operations, and ensured consistent delivery across multi-region teams.

- Led \$6M+ in Adobe Commerce and IT transformation programs as well as platform upgrades for Nestlé Coffee Partners & Nestlé Professional, driving \$250M+ in annual revenue uplift through AI-based self-service ordering, onboarding automation, and platform optimization.
- Directed a \$2.7M post-production support program across five enterprise applications and a 48-member global team, serving as the primary liaison between Brightspeed stakeholders and offshore delivery leads to restore structure, prioritize execution, and rebuild stakeholder trust during a high-chaos vendor transition and post-acquisition realignment.
- Achieved 9/10+ CSAT scores across multiple program tracks, supporting ongoing client confidence and delivery continuity across 4+ years.
- Maintained 100% ISO audit compliance for two consecutive years, implementing structured governance, rigorous change control, and audit-ready documentation workflows.
- Spearheaded the end-to-end redesign and relaunch of Borngroup.com, partnering with C-level executives, UX, engineering, and content teams—including on-site translations across multiple regions—to deliver a high-impact digital experience; the project earned W3 Gold and Best in Show for visual design and user experience excellence.

- Created and operationalized reusable PMO tooling—including staffing estimators, playbooks, release artifacts, SoW templates, test case libraries, and Jira dashboards—reducing project setup time by 30% and establishing new standards across the practice.

ENTERPRISE PROGRAMS PROJECT MANAGER

Learning Platforms | M&A Integration | GTM Strategy

GOOGLE/LOOKER (VIA ADECCO & THE ARMADA GROUP), *Santa Cruz, CA* | December 2019 - June 2021 (Contract)

Drove strategic learning and enablement initiatives during Looker's acquisition by Google Cloud. Directed SaaS platform integration, compliance alignment, and cross-functional program delivery to enhance onboarding, engagement, and customer success at scale.

- Led the design and global launch of Looker Connect, a customer education platform that accelerated onboarding by 30%, increased engagement by 60%, and contributed to \$1.2M+ in retention value.
- Developed persona-driven dashboards and in-product learning experiences, enabling scalable onboarding, internal training, and sales enablement across global field and CS teams.
- Oversaw platform selection and vendor onboarding (CMS, LMS, DAM), aligning implementation with Google's enterprise standards for legal, security, accessibility, and data governance.
- Served as strategic bridge across PMO, product, engineering, enablement, and field teams, ensuring education roadmap alignment with broader GTM and post-acquisition strategies.
- Led strategy, programming, and logistics for the 250-attendee Looker Customer Success Summit (CSS20), driving cross-team alignment during Google Cloud integration.

----- PROFESSIONAL EXPERIENCE CONTINUED -----

PROJECT MANAGER (VARIOUS), POS & RISK PROGRAMS

Fintech | Fraud Prevention | Market Expansion

WIRECARD *Aschheim, Germany* | March 2015 – April 2019 (Full-Time)

Progressively advanced through five roles at Wirecard, leading global merchant support, payment innovation, and fraud operations. Directed initiatives that scaled fintech infrastructure, strengthened compliance, and enabled international payment expansion across Europe.

- Led rollout of Alipay & WeChat Pay across 300+ European retailers; increased acceptance rates and partner integrations (e.g., Rossmann, Munich Airport, Hugo Boss).
- Maintained <1% chargeback rates for 200+ high-risk merchants via tailored risk models, analytics tools, and PCI compliance alignment.
- Managed a 35+ person global support team, driving KPI attainment, leading SLA/OLA negotiations, and establishing governance for onboarding, risk, and technical support processes.
- Delivered enterprise product demos and created presales collateral (whitepapers, RFI/RFP responses, onboarding frameworks) across a portfolio of value-added services (VAS) — including Alipay/WeChat Pay, loyalty platforms, coupon/voucher solutions, and ConnectedPOS — supporting Wirecard's expansion into European retail, travel, and luxury verticals.
- Led backend migration for 13,000+ merchants with zero downtime and directed documentation system transitions (Twiki to Confluence) to improve knowledge access and operational efficiency.

GUEST SERVICES ASSOCIATE (VARIOUS), HOSPITALITY OPERATIONS

Luxury Service | High-Touch Environments | Operational Launch Support

Caesars Entertainment & MGM Resorts, *Las Vegas, NV* | May 2013 – October 2014 (Full-Time)

Developed core service and operational execution skills in high-volume, guest-facing roles at two of the world's leading hospitality companies. Delivered polished, time-sensitive service while supporting grand openings, VIP experiences, and cross-functional coordination in luxury environments.

- Delivered VIP valet services at The Cromwell (Caesars Entertainment), coordinating high-volume guest arrivals and departures during peak Strip traffic with precision and discretion; consistently supported luxury clientele, including celebrities and high-stakes casino patrons, in a 24/7 boutique hotel environment.
- Supported the grand opening of Pub 1842 at MGM Grand, a gastropub opened by Michelin-starred chef Michael Mina, serving 300–450 guests daily across lunch, dinner, and late-night shifts; collaborated with front-of-house and kitchen teams to ensure seamless, high-quality guest experiences during peak traffic periods.

----- EDUCATION -----

B.A. PSYCHOLOGY, UNIVERSITY OF NEVADA, LAS VEGAS | LAS VEGAS, NV

----- TRAINING & HONORS -----

AGILE CERTIFIED PRACTITIONER (PMI-ACP), PMI | 2025
LEAN SIX SIGMA GREENBELT PROFESSIONAL, SSGI | 2025
PROJECT MANAGEMENT PROFESSIONAL (PMP), PMI | 2025
GENERATIVE AI FOR PROJECT MANAGERS, PMI | 2025
GOOGLE CLOUD COMPUTING FOUNDATIONS: CLOUD COMPUTING FUNDAMENTALS, GOOGLE CLOUD, 2025
INTRODUCTION TO GENERATIVE AI LEARNING PATH SPECIALIZATION, GOOGLE CLOUD, 2025
BASIC LIFE SUPPORT (BLS), AMERICAN RED CROSS, 2025
CIO 100 AWARDS - NOMINEE (FOR NESTLÉ USA E2E PROGRAM), FOUNDRY, 2024
EMPLOYEE OF THE MONTH, BORN, 2024
SUCCESSFUL NEGOTIATION: ESSENTIAL STRATEGIES & SKILLS, UNIVERSITY OF MICHIGAN, 2024
W3 AWARDS - BEST IN SHOW & GOLD (FOR BORNGROUP.COM REDESIGN), AIVA, 2021
GOOGLE DATA ANALYTICS PROFESSIONAL CERTIFICATE, GOOGLE, 2021
CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT, PMI, 2021
CERTIFIED SCRUM MASTER, SCRUM ALLIANCE, 2021
PRINCE2 FOUNDATION CERTIFICATION, PEOPLECERT, 2019
ITIL FOUNDATION V3: IT SERVICE MANAGEMENT CERTIFICATION, PEOPLECERT, 2018
CERTIFIED HIGH-RISK UNDERWRITER, WEBSHIELD ACADEMY, 2016

----- TECHNICAL PROFICIENCIES -----

Program & Project Management: Jira, Asana, Smartsheet, Trello, Monday.com, Microsoft Project, Azure DevOps
Service & Support Platforms: ServiceNow, OTRS, Remedy, Zendesk
Business & ERP Systems: SAP Ariba, SAP Concur, CRM Dynamics, Tungsten
Content & eCommerce Platforms: Adobe Commerce (Magento), Contentful, Adobe Acrobat Pro
Collaboration & Communication: Google Workspace (Docs, Sheets, Drive, Gmail), Microsoft Office Suite (Word, Excel – advanced, PowerPoint, Outlook, OneNote, Visio), Microsoft Teams, Slack, Zoom, Skype, Google Meet, Hello Teams
Documentation & Knowledge Management: Confluence, Twiki, SharePoint, DocuSign, Greenhouse
Design & Visualization: Miro, Figma, Lucidchart, Mural, Toggl, Projector
Marketing & Outreach Tools: Constant Contact, Loom
Analytics & Data Platforms: Google Analytics, Looker, Pentaho, Qualtrics
Security & Compliance Tools: ThreatMetrix, Visa/Mastercard Compliance Tools, Visa VROL, AML Screening Tools, PCI DSS / GDPR
Testing & Development Tools: BrowserStack
Languages: German (Intermediate)

----- COMMUNITY INVOLVEMENT -----

Health Advocacy & Peer Support (Ongoing) – Serve as an informal cancer and stroke support resource; offer emotional support and mentorship for peers navigating burnout and career transitions.
Wellness & Movement Engagement (Ongoing) – Active in Santa Cruz Run Club (Surfer’s Path Half Marathon finisher, 2025); support

local arts through Palomar Ballroom dance classes and community wellness events.

Pro Bono Project Manager, Jacob's Heart (2019) – Led project planning and program support for pediatric cancer nonprofit; enhanced outreach for family support services.

Fundraising Volunteer, Homeless Garden Project (2019) – Contributed to \$150K+ raised for job training and counseling programs in Santa Cruz.