

KENDRA GRANT

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Strategic Execution Leader with over ten years of diversified experience driving business excellence and delivering exceptional operational oversight. Demonstrated success leading strategic initiatives across complex, matrixed environments. Highly effective in cultivating collaborative partnerships and trusted relationships. Recognized for providing thought leadership that aligns with and accelerates strategic objectives.

CORE COMPETENCIES

- Strategic Planning & Execution
- Operational Excellence
- Cross-Functional Leadership
- Leadership by Influence
- Critical Thinking & Analysis
- Executive Level Communication

PROFESSIONAL EXPERIENCE

Wells Fargo Charlotte, NC

*Senior Vice President, Senior Lead Business Execution Consultant
Consumer Intelligence & Planning (CIP)/Consumer, Small & Business Banking (CSBB)
April 2023 – Current*

Business Planning & Execution Leader providing visionary leadership and cross-functional capabilities. Influential in creating frameworks for guiding business critical decisions. Identify and implement strategies, operational efficiencies, and process improvements. Partner in close collaboration with key stakeholders, HR, and Finance.

- **Organizational Transformation** – Partner with cross-functional leaders to establish and execute operational strategies including location strategy, human capital, span of control, and talent development. Influence outcomes to enhance efficiencies and align with long-term success.
- **Key Initiative Leadership** – Lead cross-organizational strategy and program management for control automation by setting processes and timelines, guiding analyst contributions, and accelerating performance through outcome-driven tracking. Deliver timely resolutions and valuable insights to senior leaders and key stakeholders.
- **Executive Communication** – Direct communication efforts to align with organizational roadmap through thoughtfully crafted agendas and high-impact meetings, including town halls and leadership offsites. Create concise presentation materials for business reviews, risk committees, and governance forums to enable data-driven dialogue and strategic decision-making.
- **Program Innovation & Development** – Spearheaded the design and execution of professional growth initiatives and culture-building programs to strengthen talent pipelines and enhance employee engagement.
- **Financial Planning & Oversight** – Lead annual budget planning exercises and manage monthly forecasting routines to ensure alignment with financial goals. Provide governance and oversight of staffing allocation, travel, MTL (move-the-lines) activities, and financial challenges.

Bank of America (BoFA) Charlotte, NC

August 2013 – March 2023

- VP, Business Support Manager (Chief of Staff): August 2013 – December 2018
- SVP, Business Support Manager (Chief of Staff): December 2018 – August 2021
- SVP, Testing Portfolio Manager (Chief Testing Officer): August 2021 – March 2023

*Vice President, Business Support Manager II (Chief of Staff)
Risk, Finance, and Treasury Technology (RFT)/Global Technology & Operations
August 2013 – December 2018*

Chief Operating Officer (COO) and trusted advisor/confidant to Senior Technology Executive. Managed strategic priorities and business deliverables. Executed human capital planning in the areas of staffing, financials, talent planning, compensation, and operational risk. Primary point of contact for Human Resources and Finance business partners.

- **Managed a team** of 8 Business Support Managers
- **Financial Management** – Managed financial portfolio ranging from \$99MM to \$140MM inclusive of headcount allocation (~1,500) and technology infrastructure expenses. Ensured workforce planning strategy aligned with long term demands.

- **Performance Management** - Provided governance oversight for talent planning, title/band promotions, performance ratings, and compensation processes.
- **Executive Business Routines** – Planned and designed executive level meeting materials/reporting for business reviews, all hands/townhalls.

Senior Vice President, Business Support Manager II (Chief of Staff)
Enterprise Independent Testing (EIT)/Global Risk Management
December 2018 – August 2021

Chief Operating Officer (COO) and trusted advisor/confidant supporting Testing Executive in managing global testing program, strategic priorities, and business deliverables. Managed business routines ensuring confidentiality, consistency and effectiveness in the testing of high-risk process controls.

- **Business Execution** - Central point of oversight for business operations and deliverables: staffing, performance management routines, and reporting.
- **Financial Management** – Managed allocation and budgeting of \$1MM travel budget.
- **Enterprise Initiative** – Led development and implementation of an online career-mapping program. Partnered with senior leaders across Global Risk to gain feedback and approval.
- **Business Strategy** – Led strategic initiative to identify opportunities for global testing efficiencies while strengthening risk and control infrastructure. Created business cases to illustrate roadmap progressions, investment needs and cost analysis.
- **Employee Engagement** - Council workstream lead responsible for implementing/driving various career enrichment programs. Designed and executed large scale programming to address employee needs.
- **Payment Protection Program (PPP)** - Led a team of approximately 200 PPP testers. Achieved productivity goals with less than 1% error rate while also maintaining BAU responsibilities as Business Support Manager.

Senior Vice President, Testing Portfolio Manager (Chief Testing Officer)
Enterprise Independent Testing (EIT)/ Global Risk Management

Chief Testing Officer (CTO) responsible for defining and implementing testing strategy to ensure effective assessment of risk controls in accordance with Standard Operating Policies & Procedures. Accurately and effectively monitored capacity management to drive efficiency and meet productivity demands. Indirect manager and influential leader providing guidance to test development team.

- **Strategic Initiative** – Developed & led execution of MRA regulatory testing plan. Identified resource needs, defined timelines, monitored progress, and delivered frequent updates to executive leadership.
- **Analytical Reporting** – Ensured timely delivery of testing needs while driving cross-team collaboration. Leveraged measurable data to analyze historical trends and implement continuous enhancements for positive trending.
- **Employee Engagement** – Council workstream lead responsible for implementing/driving various career enrichment programs. Implemented program enhancements.

EDUCATION & PROFESSIONAL DEVELOPMENT

M.S., Leadership and Organizational Change
Pfeiffer University

B.A., Business Management/Human Resource Management
Strayer University

Diversity, Equity and Inclusion (DE&I) in the Workplace Certification
University of South Florida Muma College of Business

VOLUNTEERISM

Executive Board, Charlotte Alumnae Chapter of Delta Sigma Theta Sorority, Inc.
Committee Member, United Negro College Fund (UNCF) Charlotte MAWWL Luncheon