

# Nathaniel E. Grant

Operations-Focused Comms Leader

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A Strategic Communications & Operations Leader with 16+ years of experience translating complexity into clarity, driving impactful programs, and establishing global internal comms systems for F500 tech and retail environments.

Known for steering high-level internal communications, executive messaging, and business rhythms at Microsoft & Nestlé, assembling one-stop platforms, streamlining messaging flows, and amplifying productivity and interconnectivity on teams of 500+. Administers \$4M+ comms & ops budgets and delivers media assets and campaigns that skyrocket employee engagement, leadership visibility, and operational impact.

Seeking the next professional challenge as a mid-senior leader who harmonizes operations and internal communications by translating complex information into accessible terms and coaching executives to lead teams through change.

## Experience

### Microsoft

2023-PRESENT. NEW YORK, NY

#### Senior Business Program Manager, Global Rhythm of Business & Communications

- Formalized, structured, and scaled the rhythm of business for M365 AI Experiences and all related internal comms for the entire organization.
- Configured a one-stop-shop communication management platform, including an annual strategic messaging calendar on SharePoint that accelerated teams' ability to access resources by 30%.
- Authored executive-level communications, including weekly Top of Mind emails, monthly newsletters, and bi-monthly All-Team presentations, like employee signal results and action plans.
- Designed and launched an AI-powered BizOps Agent to centralize policies, processes, and key action items, dramatically reducing response times and improving compliance.
- Equipped six global product leaders with clear metrics, style guides, and keynotes under a consolidated information flow.
- Owned OKRs for the global product teams, with nominations & check-ins, accomplishing 98% timely completion for all stakeholders in the first quarter.
- Administered a \$4M global budget, encompassing all requests concerning PO management, business travels, and employee engagement & training, impacting a team of 500+, to achieve flawless reconciliation each quarter and at the end of FY.
- Established the organization's processes for expense reporting, travel coordination, alias management, and other operational functions by authoring a singular catalog in terms accessible to technical & non-technical audiences.
- Oversaw the semi-annual resource allocation exercise and compiled & shared data used to reassign engineers, product managers, and designers based on the company's evolving needs.

### Microsoft

2021-2023. SEATTLE, WA

#### Regional Program Manager, North America Operational Excellence

- Led a group of three managers and their teams in Atlanta, Redmond, and Silicon Valley to enforce service-level agreements and guarantee that all three executive briefing centers provided an impeccable customer & employee experience, with complete oversight of a \$3.2M budget.
- Orchestrated the construction, spatial planning, and grand openings of the Atlanta, Munich, and Silicon Valley centers, hired and assembled their teams, and evolved executive briefing into a scalable function.
- Evolved & updated necessary role specific documentation, including metrics, reporting, policies, training manuals, and operational standards across the US and EMEA.
- Oversaw end-to-end crisis communication strategy during COVID-19 and weather disruptions, producing timely updates, managing before/after-hours comms, and designing on-prem signage for 900+ employees and clients.
- Strengthened the company's culture by planning dynamic employee morale events, facilitating volunteer activities, and organizing panels & knowledge-sharing sessions that boosted satisfaction by 20%.

## Nestle Nespresso USA

2014-2019. NEW YORK, NY

### Senior Program Manager, National Retail Operations & Communications

- Aligned 600+ retail staff by introducing a one-stop-shop catalog of all in-store operations and processes, encompassing all workflows from HR to B2B & B2C; this recovered 30% of time and resources by making information easily accessible.
- Authored manuals, QRGs, FAQs, performance KPIs, field reporting standards, and other documentation while steering Mystery Shop, Customer Voice Survey, and VIP Client programs globally and nationwide, surging satisfaction by 20%.
- Crafted a brand new change management system and operation flows for the entire communications program.
- Revamped and automated field service ticketing by equipping employees with a consolidated platform for submitting and following up on associated requests.
- Elevated compliance by 20% by rolling out train the trainer/auditor initiatives that empowered managers with well-detailed and transparent SOPs.

## Nestle Nespresso USA

2010-2014. SAN FRANCISCO, CA

### Program Manager, West Coast Operations & Retail Expansion

- Drove Nespresso's West Coast retail expansion with 14 new locations, including two that became the national & global flagship stores.
- Wrote SOPs for opening new stores and scaling the business further that remain in use over a decade later.
- Created a retail software manual used by customer-facing staff and leadership to plan store operations, manage logistics, reconcile expenses, and amplify sales; the platform and its instructions are still integral today.
- Decreased experiential costs by 30% by introducing a cohesive Town Hall & retail events strategy from vendor contracting to execution and the survey process in the aftermath.

## Manso Group

2007-2010. NEW YORK, NY

### Junior Chief of Staff

- Ran all logistics for three New York Times-acclaimed Spanish boutique restaurants, defined & set up their first-ever accounting and inventory management systems, created an overtime reduction program, seized cost-saving opportunities, and modernized operational efficiencies.
- Boosted the restaurant group's popularity and scaled processes in response to a surge in demand, notably introducing a high-end catering service in response to an unmet market need.

## Education

### Marmara University

Bachelor of Arts in Political & Administrative Sciences (in French)

## Skills

**Interpersonal:** Leadership | Cross-Cultural Communication | Mentorship & Coaching | Stakeholder Alignment & Mobilization | Data-Driven Storytelling | Conflict Resolution | C-Suite Advisory | Adaptability & Resilience | English-French-Turkish (Trilingual)

**Expertise:** Internal Comms Strategy | Crisis Comms | Policy & Process Design | Program & Ops Management | Global Business Rhythms | Seven-Figure Budget Ownership | People Leadership | Employee Engagement | Event Production | Playbook Development | Company Culture Formation | Americas & EMEA Expansions | Technical Writing & Documentation | Employee Experience | Continuous Improvement | Change Management

**Tools:** Microsoft Office Suite | Google Suite | SharePoint | Power BI | Asana | Adobe Creative Suite | JIRA