GRACE URUM EKE

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Engagement & Implementation | Program Management | AI Deployment | Customer Success

SUMMARY

PMP-certified client solutions professional with 3 years at Bloomberg taking institutional clients from discovery through implementation, go-live, and adoption. Owns multi-party programs across 300+ accounts with clear governance, risk tracking, and executive reporting; advises on AI-powered tools; and turns account health signals into renewal and expansion.

EXPERIENCE

Bloomberg - Product Specialist, Risk & Portfolio Solutions | San Francisco, CA

Mar 2025 - Aug 2026

- Managed multi-party custodian implementations from kickoff through go-live across client, custodian, and internal teams, tracking timelines, dependencies, and risks early to deliver on-time fund launches
- Served as the sole San Francisco point of contact for SFTP data pipeline deployments, translating client workflows into working integrations and troubleshooting with technical teams; cut onboarding time by 35%
- Built a customer health scoring system from scratch across 300+ institutional accounts to monitor adoption and risk and inform executive prioritization; drove a 75% engagement rate, 25 points above company average
- Maintained governance over scope, timelines, and dependencies across 300+ simultaneous engagements, turning adoption and risk data into executive briefings and status reporting
- Advised institutional clients on Bloomberg's AI-powered research tool (AskBBG), building tailored automated workflows, explaining how data retrieval and grounding shaped output quality, and training users on effective prompting
- Turned an underused $60,000 account into a $90,000+ expansion (50%+) by building the business case with senior stakeholders, including C-suite executives, and proving the use case for additional data products
- Owned a structured voice-of-customer program across 300+ accounts, surfacing prioritized feedback to product and engineering teams and closing feedback loops that increased product stickiness by 15%

Equity Specialist | San Francisco, CA

Jul 2023 - Mar 2025

- Managed 500+ concurrent client onboarding engagements, prioritizing competing demands in fast-moving markets and resolving recurring friction in product deployment
- Designed and delivered structured training on portfolio and equity analytics tools, reducing onboarding time by 20% by addressing common user pain points
- Analyzed post-training adoption metrics and built dashboards to guide sales outreach; partnered with engineering to resolve data quality risks

Sales and Analytics Intern | San Francisco, CA

Jun 2022 - Aug 2022

- Supported institutional client analytics workflows and sales pipeline tracking across Bloomberg's data products

Greenpipe Global Services - Project Coordinator | Remote

Sep 2022 - May 2023

- Tracked contract deliverables, supplier quotes, and lead times for oil and gas procurement projects, and reconciled purchase orders against invoices to ensure accuracy

PROJECTS

Groundwork | Product Case Study

- Authored a full PRD for Groundwork, a financial literacy platform for 17 to 25 year olds; used AI tools (Claude, Replit) for research and iteration

LEADERSHIP & COMMUNITY

Bloomberg - SF Inclusion Ambassador & Co-Lead, Black Professional Community

Nov 2025 - Aug 2026

- Organized 10+ cultural and professional events with 60-70% average departmental attendance; led external speaker outreach and drove cross-team dialogue on inclusion

San Francisco-Marin Food Bank - Volunteer

- Support food sorting and distribution that provides meals to neighbors facing food insecurity across the Bay Area

Rotary International - Paul Harris Fellow

- Recognized for sustained support of humanitarian initiatives advancing global health, education, and community development

EDUCATION

The University of Texas at Austin - Bachelor of Business Administration, International Business, Minor in Korean | May 2023

Korea University, Seoul - Exchange Program | Aug - Dec 2022

SKILLS & CERTIFICATIONS

Engagement, Implementation & Customer Success: Client Onboarding, Enterprise Implementation, Go-Live, Discovery & Workflow Design, Change Management, Training & Adoption, Account Health Monitoring, Renewals & Retention, Expansion

Program & Operations: Program Management, Risk Tracking, Governance, Status Reporting, Executive Briefings, Process Improvement, Agile

Certifications: Project Management Professional (PMP), PMI; Bloomberg Market Concepts (BMC); Bloomberg Equity & Portfolio Analysis, Bloomberg Indices, Advanced News Analytics

Technical: SFTP, SQL, Excel, PowerPoint, Monday.com, Notion, Google Sheets, AI and LLM tools including Claude and OpenAI, prompt design | Languages: Korean (Intermediate), Igbo (Basic Knowledge)