

LUCY M BRICE

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EDUCATION

YALE SCHOOL OF MANAGEMENT
Master of Business Administration (MBA)

New Haven, CT
2027

THE COLLEGE OF NEW JERSEY
Bachelor of Science, Business Administration (Finance) / Communication Studies

Ewing, NJ
2019

- **Affiliations:** Alpha Kappa Alpha Sorority, Inc. – Chapter President ('18-'19) & Leadership Fellow ('18)
- **Leadership:** Haitian Student Association – Vice President ('16-'17); TCNJ Residential Housing – Community Advisor ('16-'19)

PROFESSIONAL EXPERIENCE

J.P. MORGAN CHASE **New York, NY**
Vice President Business Operations & Strategy – Wallets & Lending Innovation (*Promoted from Sr. Associate*) **2022 – Present**

- Facilitate merger of two 70+ person teams as chief of staff, identifying best practices and boosting operational efficiencies to ensure seamless integration and maintain high employee morale during restructuring
- Design and manage operating rhythms and engagement models to mature cross-functional ways of working, reducing turnaround time, empowering leaders to make faster decisions, enhancing coordination across quad teams, and drive strategic execution
- Analyze key business metrics for digital consumer product portfolio to identify trends, address performance gaps, and set management team priorities, supporting creation of actionable recommendations, quarterly OKRs, and broader business strategies

Associate, Business Operations & Strategy – Global Philanthropy **2021 – 2022**

- Planned and produced quarterly department-wide events, including global offsite of 100+ colleagues designed to enhance engagement, disseminate key information, and align teams on OKRs, driving cross-functional collaboration and collective success
- Automated reporting for budget oversight and headcount management by transforming latent data into actionable insights, bringing operational discipline and enabling leadership team to control business narrative
- Spearheaded internal communications strategy, launching newsletters, real-time updates, and quarterly reports that provided data-driven recommendations for leadership decisions and increased visibility of global philanthropic initiatives across department

Analyst, Financial Reporting – CCB US Wealth Management **2020 – 2021**

- Built a monthly Advisor Recruiting Roadmap enabling stakeholders to evaluate effectiveness of hiring, development, and retention initiatives for diverse advisors, ultimately outpacing multi-year goal for hiring underrepresented advisors
- Leveraged SAP software to conduct a cost center cleanup, realigning Chase Private Client advisors to updated market designations based on geographic location, resulting in more accurate and reliable financial reporting
- Created scorecard to set, consolidate, and distribute performance targets, measuring productivity of 4,000+ field advisors, enabling senior leadership to quickly identify opportunity areas during annual strategy planning session

Analyst, Financial Reporting – AWM Global Location Strategy **2019 – 2020**

- Led real estate assessment, achieving \$100MM cost reduction by optimizing seat allocation ratio, validating footprints to release zero headcount sites, and forecasting future headcount growth using AERO; remains in use
- Published an operating model to recoup costs from outdated employee profiles by launching a self-reporting intake form for 25K employees, automating recertification reminders, and forming a directory of location-specific contacts for specialized concerns
- Developed a strategic proposal to address surplus demand for seating in HQ3 by migrating 1.8K roles; the plan informed a reorganization across the U.S. and London, maximizing team synergies and ensuring minimal business disruption

ADDITIONAL INFORMATION

- **Empower the Village, Inc.,** *Power Walk for Mental Health Chairman (2023-25)*; Raised \$55K to provide affordable mental health services in the Black community; educated 300+ power walk participants on recognizing signs of mental health distress
- **National Speaking Engagements,** *Independent Public Speaker (2018-present)*; Promote college and career readiness to ~1,500 students through interactive skill building workshops while serving as a positive role model
- **Alpha Kappa Alpha Sorority Inc.®,** *International Undergraduate Activity Committee Member (2018-20)*; Represented ~7,000 North Atlantic undergraduates as liaison to national leadership; increased committee's social media engagement by 43%
- **Certifications:** Yale School of Management Executive Education - Accelerated Management Program ('23)
- **Interests:** Championing Beauty Equity, Competitive Pageantry, Figure Skating