

# Denise D. Grosse

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## EXECUTIVE SUMMARY

Accomplished leader with a history of best-in-class change management wins. Skilled in optimizing organizational performance and efficiency through continuous improvement, project management, problem solving, and client-facing experience. Bringing high energy and swift impact in creating streamlined, effective, and efficient improvements that deliver time savings and increased revenues. Record of building and inspiring teams to produce exceptional work empowering and motivating others to embrace accountability, curiosity, and a growth mindset.

## PROFESSIONAL EXPERIENCE

**Nuveen Real Estate, a TIAA Company** 2005 – Present  
**Assistant Vice President, Private Fund Services** 2019 – Present

- Launched Workiva cloud-based report conversion project for 30 real estate funds, resulting in a 45% annual time savings, translating to a 500-hour reduction in report preparation and review time for multiple cross-functional teams.
- Created additional production time-saving wins by automating more than 100 previously manually prepared quarterly partner capital statements to Workiva report product.
- Manage a fully remote team of four employees across the US, supporting 50 open-end, closed-end, and joint venture U.S. private real estate funds supporting more than 600 global institutional and high net worth investors and \$3B in investments.
- Selected to partner with small internal team designing new line of documents for digital subscription audience, intended to improve and streamline onboarding for new investor clients.
- Effectively led team to seamlessly manage logistics and service with investor growth increase of 143% and \$1B in investments over a two-year period while maintaining staff size and experiencing zero employee turnover.
- Appointed by Global Head of Client Services to join a team of nine employees to conduct a peer deep-dive review into company employee survey results; connect with employees for additional peer-to-peer input on lower satisfaction results and present solutions to help company best address employee concerns and implement best practices in employee engagement.
- Manage annual institutional investor fund meetings across all U.S. private real estate fund sectors, collaborating with cross-functional teams including Events, Compliance, Marketing, Portfolio Management, and Accounting, as well as serving as the on-site Operations Manager to facilitate successful completion of all contractually required meeting objectives for 50 institutional investors with combined commitments exceeding \$3B.

**Nuveen Real Estate, a TIAA Company** 2014 – 2019  
**Senior Client Service Manager**

- Created a new process for calculation of performance KPIs for nine real estate property investment funds, leading to improved accuracy and an annual reduction in preparer and management review time of more than 70 hours.
- Event Coordinator for more than 80 annual real estate housing sector investor fund meetings including booking venues, liaising with suppliers and clients, managing logistics, serving as the on-site Operations Manager to facilitate successful, timely completion of all meeting objectives contributing to long term investor retention and continued investment by institutional investors with commitments exceeding \$1B.
- Collaborated with TIAA compliance to convert quarterly fund reports acquired from Henderson Global Investors from a quarterly to an annual compliance review cycle.

- Converted all investor communication and reporting materials to the Nuveen Real Estate branding prior to initial reporting period under the TIAA merger.

### **Henderson Global Investors, acquired by Nuveen Real Estate, a TIAA Company**

#### **Senior Client Service Manager**

2005 – 2014

- Collaborated with managers, business analysts, and stakeholders to identify, document, and implement changes to successfully merge Henderson Global Investors (North America) into TIAA.
- Streamlined the analytical portion of the quarterly reporting process resulting in the elimination of one proprietary software product, a 35% decrease in preparation time, addition of 100% of investor requested content points, and a 30% reduction in management review time.
- Created SOP compliance and training manuals for Henderson Global Investors Client Service Department assuring the department remained in compliance with regulatory requirements.

### **Foxwoods Resort Casino**

#### **Table Games Dealer**

2002 – 2005

- Maintained games security according to the requirements of the Connecticut State Gaming Commission while always delivering outstanding customer service.

### **G&K Services, formerly Mechanics Uniform Services**

2001 – 2002

#### **Office Manager**

- Coordinated and conducted transition of invoicing software, pulling resources in from across departments when necessary, to successfully integrate more than 450 clients from Mechanics Uniform Services into G&K Services.
- Recognized for leading the smoothest and fastest software conversion launch day in G&K Services history of business acquisitions.

### **Mechanics Uniform Services, acquired by G&K Services**

#### **Office Manager**

2000 – 2001

- Managed nine direct reports, including accounts payable, accounts receivable, HR/payroll, billing, bookkeeping, purchasing, and administrative personnel, in support of 50 employees and 450 weekly customer deliveries to ensure operational excellence and profitability for the successful sale of a family-owned business to G&K Services.

## **EDUCATION**

**Bachelor of Arts, General Studies, Literature Concentration** - Charter Oak State College

**Master of Business Administration** - California State University Fullerton

## **PUBLIC SPEAKING AND AWARDS**

### **Toastmasters**

2006 – Present

- **Chapter Leadership:** President (2017 – 2018 and 2022 - 2023), VP Education (2016 – 2017 and 2020 – 2021), VP Membership (2018 – 2019), and VP Public Relations (2021-2022)
- Presenter for launch of new education program to more than 100 members across ten area clubs
- Awarded first place for speech contest at the club and regional level twice
- Awarded first place for division speech contest

### **Nuveen Real Estate, a TIAA Company**

2016 - Present

- Presenter on behalf of Nuveen at corporate seminars to combined investor and employee groups ranging from 25 to 350 attendees