



Grace Markert

Director of Business Operations

U.S. Retirement & Benefits Partners

Grace Markert joined USBP in April 2021 as Director of Business Operations. She is responsible for driving Partner Firm operational excellence, process development, account team growth, client delivery standards, and platform utilization.

Prior to joining USBP, Grace held a senior position within the North American Business Operations team at WTW. In this role, she spearheaded national cross-functional initiatives, contributing to client success and operational excellence for over 900 Brokerage & Advisory colleagues. Her responsibilities included the professional excellence model, talent development, performance management, client delivery template creation, client conferences, internal communications, and revenue variance processes. Before her North American Operations role, Grace serviced mid-market clients as a Benefits Consultant, excelling in employee benefits strategy, data analysis, and renewal & marketing efforts.

At the start of her career, Grace was chosen from a pool of hundreds for the highly competitive WTW Risk Management Analyst program. Over an 18-month period, she gained hands-on experience and industry knowledge in Financial & Marketing, Account Management, and Operations roles, setting the stage for her successful career journey.

Grace has a Bachelor of Business Administration in Risk Management & Insurance from Temple University with a concentration in Employee Benefits. Even before her graduation, she knew she had a passion for employee health and engagement.

Outside of work, Grace finds joy in yoga, book club gatherings, exploring her Jersey City neighborhood, and traveling with her fiancé.