Brittney Younger

CONTACT DETAILS
Gaithersburg, MD 20877
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P: 301-452-9186

OVERVIEW

Over 6 years of experience working in the IT industry. Currently, I am supporting customer relationship and account management. My experience includes providing operational support for account management strategy as well as customer service.

EDUCATION

Master of Professional Studies, Information Visualization, Maryland Institute College of Art, December 2014
Bachelor of Science, International Business Studies, minors in Economics and Chinese, University of Delaware, September 2010

EXPERIENCE

Harris Corporation   **04/15 – Present**
Customer Relationship Manager
o   Act as a liaison between existing clients and management meeting and capturing customers' needs for contract changes, product quotes, product feedback, and software issues.
o   Draft and provide quotes and contract documents to renew existing services and to up sale new products and opportunities for customers.
o   Work with customer support team to help identify major user issues and software discrepancies.
o   Coordinate and meet with customers for on-site visits and user feedback sessions.

The Annie E. Casey Foundation   **04/15 – 12/15**
Freelance Data Visualization Consultant
o   Reviewed data for KIDS COUNT products, including the KIDS COUNT Data Book.
o   Provided infographics/data visualizations for print and internal presentations.
o   Coordinated with the Strategic Communications and the Data Advocacy teams to develop new ideas for displaying data.

Harris Corporation   **04/14 – 04/15**
Business Development Operations Analyst II
o   Provided market research analysis and opportunity pipeline reports for weekly BD pipeline meetings.
o   Worked with capture managers to develop data driven visualizations for business case strategies, potential contract opportunities, and bids.
o   Coordinated company-wide CRM tool record updates and opportunity pipeline health reviews.

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KEYW Corporation   10/12 – 04/14
Project Assistant III
o   Worked closely with SharePoint developers to define applications, tools, and sites to increase overall capability, scalability, and user friendliness.
o   Developed user and process driven documentation for tool launches (i.e. Process Flow Charts, Wireframes, User Scenarios, User Acceptance Test (UAT) Plans, and User/Admin Guides, and Tool Capability Briefs).
o   Provided demos for site launches and updates and provided On-the-Job Training (OJT).

Partners' Service Desk Queue Manager
o   Acted as a liaison between internal Project Management Offices (PMOs) and external partnering companies communicating information about teaming efforts, partner and contract updates, site access, and SharePoint site updates.
o   Processed and managed new or existing user profiles, permissions, and site content for contract focused SharePoint sites.
o   Developed and maintained the Partners' Service Desk documentation such as procedures, administrative guides, and process flow charts.

KEYW Corporation   10/10 – 10/12
Business Development Associate
o   Created business intelligence reports about upcoming IT focused technology and forecasted market opportunities.
o   Assisted with proposal development and execution (i.e. partner mapping, customer analysis, document templates, compliance matrices, and color team reviews).
o   Provided staffing related support such as resume builds and candidate interviews.
o   Coordinated and managed the company's annual charity golf tournament.
o   Developed an event budget baseline for future golf tournaments.

University of Delaware   09/09 – 05/10
Lab Assistant/IT Help Desk Representative
o   Ensured everyday functions of the computer lab such as hardware and software installation and maintenance.
o   Provided faculty members and students with technical assistance.
o   Answered inquiries pertaining to specific programs and software offered by the University of Delaware.

SKILL SET

o   Experience with Adobe (Illustrator, Photoshop)
o   Proficient in Microsoft Office (Excel, Word, Publisher, Visio, PowerPoint)
o   Proficient in Microsoft SharePoint (Site Maintenance, Development)

o   Experience with HTML and CSS
o   Experience with D3.js
o   Experience with Google Charts
o   Experience with Microsoft VBA