

Brittney Younger

Highly motivated Client Success Manager with hands on customer driven and data analytics experience in both private and public sectors. With over eight (8) years of experience, I have a combination of skills that incorporates not only customer driven account management and client success, but business intelligence and data analytics. The foundation of my core competencies is listed below:

TOOLS AND SKILLS

- o Proficient in Microsoft Office, Box and G Suite
- o Experience with HTML5 and CSS3
- o In-depth experience with CRM software (Salesforce and Microsoft Dynamic CRM)
- o Experience with Adobe (Illustrator, Photoshop)
- o Experience with D3.js, Spotfire and Tableau
- o Experience with Microsoft SharePoint Development
- o Experience with basic SQL and Knowledge of R

EDUCATION AND PROFESSIONAL DEVELOPMENT

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

Codecademy: Learn SQL, October 2017

Toastmasters International: [Harris' Speakeasy Club](#), VPPR for 2017-2018 and Member (March 2016 - June 2018)

EXPERIENCE

Civis Analytics

06/18 – Present

Client Success Manager/Account Manager

- o Manage and support over twenty non-profit and advocacy clients with key fiscal year objectives in keeping a 99% retention rate and a 40% growth rate across client portfolio.
- o Conduct team reviews with each client to set and track performance indicators (KPIs), success metrics, value triggers and actionable objectives of software and service.
- o Create and manage detailed Return on Investment (ROI) plans for key clients.
- o Work closely with different internal teams and client success team members to scope and develop new opportunities for potential Applied Data Science services and software add-ons.
- o Manage and track a renewal schedule using Salesforce reporting, which incorporates a 90/60/30 renewal engagement plan for each client.
- o Establish consistent cadence/interactions with each client through regular check-in meetings and documented call-in logs.

Harris Corporation

04/14 – 06/18

Customer Relationship Manager with Harris Symphony Software

- o Captured and managed existing airport noise teams' and airside operations teams' needs for contract changes, product updates and enhancements, and software feedback/discrepancies. Managed renewals, solution enhancements and new opportunities using Microsoft CRM.

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- o Analyzed existing help desk support tickets using Quick Base and Microsoft Excel.
- o Managed and lead quarterly meetings with customers to capture user feedback and provide proactive client updates and potential add-on services.
- o Presented aircraft noise and operational data accuracy statistics using Microsoft PowerPoint and Excel during on-site customer visits.

Business Development Operations Analyst II

- o Developed and provided market research analysis and macro-driven custom reports using VBA macros in Microsoft Excel for weekly BD pipeline meetings.
- o Worked closely with capture managers to develop data driven visualizations using Microsoft Excel for business case strategies, potential contract opportunities, and bids.
- o Coordinated company-wide Microsoft CRM tool record updates and pipeline health reviews.

The Annie E. Casey Foundation

04/15 – 12/15

Data Visualization Consultant (Freelance)

- o Worked closely with the Strategic Communications and the Data Advocacy teams to develop new ideas for displaying data.
- o Analyzed data for KIDS COUNT products, including the KIDS COUNT Data Book.
- o Provided infographics/data visualizations for print and internal presentations using Adobe Illustrator and Microsoft Excel.

KEYW Corporation

10/12 – 04/14

Project Assistant III

- o Worked closely with SharePoint developers to define custom SharePoint applications 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 proposal teaming efforts, partner and contract updates, site access, and SharePoint site updates.
- o Developed and managed the Partners' Service Desk documentation such as procedures, administrative guides, and process flow charts.

Other Experience

KEYW Corporation

10/10 – 10/12

Business Development Associate

University of Delaware

09/09 – 05/10

Lab Assistant/IT Help Desk Representative

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PERSONAL DATA VISUALIZATION PROJECTS

- o **Neighborhood Demographics Comparison:** Interactive back-to-back bar chart of Washington, DC's neighborhoods using D3.js. (http://byounger.github.io/BYvizp/Projects/project_cityprint.html)
- o **Rural vs Urban Population:** Illustration of Asia's Agricultural vs. Urban Growth and each outlier for the respective datasets. (http://byounger.github.io/BYvizp/Projects/project_countries.html)
- o **Income Wealth Gap:** Illustration of social-economic statuses and income gaps. Provided different ways to visualize and improve the client's existing data. (http://byounger.github.io/BYvizp/Projects/project_income.html)