

# Brittney Younger

**Highly motivated account manager with hands on customer and data analytics experience in both private and public sectors.** With over eight (8) years of experience in the IT industry, I have a combination of skills that incorporate not only business intelligence, data analytics and visualization design, but customer driven operational support and account management. The foundation of my core competencies is listed below:

## SKILLS

- o Proficient in Microsoft Office (Excel, Word, Publisher, Visio, PowerPoint) and Microsoft Visual Basic for Applications (VBA)
- o Proficient in HTML and CSS
- o In-depth experience with CRM software (Salesforce and Microsoft Dynamic CRM)
- o In-depth experience with Adobe (Illustrator, Photoshop)
- o In-depth experience with D3.js, Spotfire and Tableau
- o Experience with Microsoft SharePoint Development
- o Experience with Quick Base
- o Knowledge of SQL and 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 - Present)

## EXPERIENCE

### Harris Corporation

**04/14 – Present**

*Customer Relationship/Account Manager with Harris Symphony Applications*

- o Manage and capture key customers' needs for contract changes, product updates and enhancements, and software feedback/discrepancies.
- o Manage and analyze existing help desk support tickets using Quick Base and Microsoft Excel.
- o Manage upcoming leads and new opportunities using Microsoft CRM.
- o Develop monthly competitive business intelligence report updates in Microsoft Excel.
- o Brief aircraft noise and operational data accuracy statistics using Microsoft PowerPoint and Excel during on-site customer visits.
- o Coordinate and meet with customers for on-site visits to capture user feedback and provide account updates.

*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 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.

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## CONTACT DETAILS

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## The Annie E. Casey Foundation

04/15 – 12/15

### *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 using Adobe Illustrator and Microsoft Excel.
- o Coordinated with the Strategic Communications and the Data Advocacy teams to develop new ideas for displaying data.

## 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 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

## 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](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](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](http://byounger.github.io/BYvizp/Projects/project_income.html))