

# Brittney Younger

**Highly motivated and passionate Customer Success Partner with hands-on customer-driven and data analytics experience.** With over ten (10) years of experience, my career incorporates not only customer-driven account management and client success but business intelligence and data analytics.

## TOOLS AND RESOURCES

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| o Experience with Microsoft Office and Google Suite                            | o Experience with JIRA, Confluence, Zendesk, and Pendo |
| o Experience with HTML5 and CSS, WordPress                                     | o Experience with Adobe (Illustrator, Photoshop)       |
| o In-depth experience with CRM software (Salesforce and Microsoft Dynamic CRM) | o Experience with Tableau                              |
|  | o Experience with Microsoft SharePoint Development     |
|  | o Knowledge of SQL                                     |
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## EXPERIENCE HIGHLIGHTS

### **Bloomberg Industry Group**

**04/20 – Present**

#### *Enterprise Client Service Partner*

- Serve as the main point of contact for law firms and clients mainly focusing on increasing Bloomberg Law users' usage, engagement, and overall service renewals. Main responsibilities involve day-to-day account management and product training.
- Provide group and individual training and demos to help users set up custom dashboards, custom research alerts, and resource favorites across the Bloomberg Law platform.
- Proactively manage account health through weekly KPI reviews, Tableau dashboards, Salesforce reports, and user gap analysis reports.
- Develop and manage user engagement strategies (i.e. email campaigns, user trial and onboarding plans, and training programs) to maximize user interaction and platform adoption.
- Cross collaborate with Relationship Partners and Customer Experience team to identify and scope potential sales and growth opportunities with existing clients.
- Mentor and coach Client Service Associates and Sales Associates to support with product certifications and training.

### **Civis Analytics**

**06/18 – 04/20**

#### *Client Success/Account Manager*

- Operated as the main point of contact for nonprofits and progressive advocacy clients with a focus on Civis's Platform-as-a-Service renewals.
- Led proposal efforts for two Platform-as-a-Service restructuring projects and supported service licensing updates across key accounts.
- Conduct regular business reviews with each client to set and track performance indicators (i.e. success metrics, value triggers, actionable objectives, and NPS) of Civis's data platform and Applied Data Science services.
- Developed proposals and renewal documentation to present new and existing services to clients.
- Managed and tracked client renewal schedules using Salesforce reporting and analyzed client usage data and trends utilizing Pendo.

### **Harris Corporation**

**04/14 – 06/18**

#### *Customer Relationship Manager with Harris Symphony Software*

- Captured and managed existing airport noise teams' and airside operations teams' needs for contract changes, product updates and enhancements, and software feedback/discrepancies.
- Managed service renewals, solution enhancements, and new opportunities using Microsoft CRM.
- Analyzed existing help desk support tickets using Quick Base and Microsoft Excel.
- Managed and led quarterly meetings with customers to capture user feedback and provide proactive client updates and scope potential add-on services.

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- Presented aircraft noise and operational data accuracy statistics using Microsoft PowerPoint and Excel for on-site customer visits.

## *Business Development Operations Analyst II*

- Developed and provided market research analysis and macro-driven custom reports using VBA macros in Microsoft Excel for weekly BD pipeline meetings.
- Worked closely with capture managers to develop data-driven visualizations using Microsoft Excel for business case strategies, potential contract opportunities, and bids.
- 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)*

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

## **KEYW Corporation**

**10/12 – 04/14**

### *Project Assistant III*

- Worked closely with SharePoint developers to define custom SharePoint applications to help improve business development and sales enablement processes.
- 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).
- Provided demos for SharePoint site launches and provided 1:1 training sessions for internal stakeholders.
- 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.
- 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

## 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

**Bloomberg INDG Design Thinking Bootcamp**: Sales and Service focus, 2022

**Codecademy**: Learn SQL, October 2017, 2020

**Toastmasters International: Harris' Speakeasy Club**, Vice President of Public Relations for 2017-2018 and Member (March 2016 - June 2018)