

# Jenny Diep

Montreal, QC | jennydi3p@gmail.com | <https://www.linkedin.com/in/jenny-diep/>

## WORK EXPERIENCE

---

### TIDY app

Montreal, QC

Account Manager

Jul 2022 - Sep 2022

- Successfully led a team of customer success specialists and created relationships with our larger clients, resulting in an increase in client satisfaction by 15%.
- Developed and implemented a new training program for customer success specialists, which resulted in a decrease in the time to onboard new employees by 50%.
- Developed a clear SOP for the team and decreased by 50% the amount of redundant software used.
- Maintained a client satisfaction rating of 97%, exceeding the company average by 5%.
- Successfully upsold additional products and services to existing clients, generating an additional \$1M in revenue.
- Identified new business opportunities within existing accounts and developed strategies to pursue those opportunities, resulting in a 10% increase in market share.

### VMOSolutions

Remote

Customer Success Specialist

Jun 2022 - Jul 2022

- Reduced churn by 15% by developing a data request process that streamlined client communications and improved data quality.
- Successfully engaged with our new French client, increasing business by 10%.
- Serve as primary point of contact for assigned set of customers, responding to inquiries & providing support via phone, email, & chat.
- Lead remote product demonstrations for new customers & provide onboarding support to help them get started.
- Track customer feedback and work with cross-functional teams (e.g., Sales, Marketing, Product Development) to drive continuous improvement initiatives
- Conduct regular check-ins with customers to ensure they are satisfied with company's products/services & identify areas of improvement.

### SVI eSolutions

Remote

Full Stack Programmer Analyst - Intern

Dec 2021 - May 2022

- Utilized C# and Dart to increase code reusability by 20%, resulting in a decrease in development time for new features by 30%.
- Created 3 new features for customer-facing web applications, increasing customer satisfaction by 15%.

### Innovitech

Montreal, QC

Communication Coordinator Jr.

Aug 2018 - Apr 2021

- Generated invigorating social media content and graphic materials that increased website traffic by 20%.
- Planned social media calendars and marketing strategies for a B2B market, which grew the client base by 10%.
- Successfully increased website traffic by 20% by managing and executing SEO and social media campaigns.
- Planned, wrote, and distributed email newsletters bi-weekly which resulted in a click-through rate increase of 10%.
- Analyzed Google Analytics data to identify trends, created monthly reports, and communicate findings to the team in order to improve website performance.

### ICUC

Remote

Content Specialist - Community Management

Aug 2016 - Apr 2018

- Escalated larger issues to the appropriate team while compiling insights and data weekly for the Social Media Insights Report
- Successfully managed multiple client accounts at one time by understanding each unique brand voice and social media strategy while adhering to strict brand guidelines
- Proficient in YouTube, Twitter, Facebook, Instagram, Pinterest, etc. with experience working on high-profile accounts such as Disney, IKEA Canada, Scotia Bank, and Canadian Tire

## EDUCATION

---

Université de Montréal

*Communications*

**Université de Montréal**

*Computer Science*

**Coursera**

*Google Project Management: Professional Certificate*

## **SKILLS & INTERESTS**

---

**Skills:**MS Office, Adobe Suite, Google Suite, WordPress, Hootsuite, HubSpot, Notion, Figma, Shopify

**Interests:**English, French