

Ramin Partovi

CONTACT

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SKILLS

TOOLS: Adobe Creative Suite • Figma • Sketch •

Principle • Adobe XD • Invision

OTHER: HTML/CSS • Branding • Digital Marketing •

Business Development & Strategy • Sales

Development & Negotiation

DESIGN: User Interface & Interaction • Web Design

• Personas • Customer Journey Mapping •

Wireframing • Storyboarding • User Flows • Low to

High Fidelity Mockups • Visual Design

RESEARCH: User Interviews & Research •

Contextual Inquiries • Usability Testing • Competitive

Analysis • A/B Testing • Affinity Diagrams

EDUCATION

UX BERKELEY EXTENSION

San Francisco, CA | Jan 2019 - August 2019

User Experience Design Program

SAN FRANCISCO STATE UNIVERSITY

San Francisco, CA | 2010 - 2012

Bachelor of Science (BS), Business Marketing

EXPERIENCE

EVERFI - Enterprise Customer Success Manager

Jul 2016 - Jan 2019 • Walnut Creek, CA

Managed portfolio of 80-100 accounts of enterprise & strategic customers; total ACV of \$1.4 million

Collaborated with cross-functional teams to develop opportunities to meet the needs of partners to optimize revenue and retention opportunities

Renew customer contracts to protect existing revenue streams and qualify opportunities for revenue growth

Identified potential issues and risks early in an implementation cycle and develop backup strategies and contingency plans for resolution

LAWROOM - Client Services Representative

May 2015 - Jul 2016 • Walnut Creek, CA

Managed portfolio of 100-150 accounts of small-medium businesses

trained and supporting clients in program implementation, administration and best practices

Worked directly with product team to develop and implement climate survey product

Applying a solutions-oriented approach to all interactions with clients and stakeholders

PSPRINT - Customer Service Representative

Feb 2014 - May 2015 • Walnut Creek, CA

Provided online and phone support in assisting customers for their web to print needs.

Collaborated with customers to create custom printing jobs across different product categories

Reviewed customer design files and orders to ensure quality assurance and completion of orders

Received both monthly and quarterly performance awards for maintaining high customer support scores.

SPARKART - Assistant Account Manager

Apr 2013 - Feb 2014 • Oakland, CA

Managed online fan clubs for high profile clients such as Jason Aldean, Rascal Flatts, Jon Bon Jovi, and Janet Jackson.

Created and posted content for news posts, email blasts, contests, promotions, videos, etc.

Coordinated with clients and UX department to execute digital marketing strategies to develop new features and designs.

Used user and sales data to apply solutions-oriented approach to all interactions with clients.