

# Brianna Hudock

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## Education

Carnegie Mellon University  
Bachelor of Art in Psychology  
University Honors, May 2018

## Tools & Skills

**graphic design**  
illustrator, sketch, photoshop,  
procreate, indesign

**web design**  
html, css, javascript

**business management**  
salesforce/gainsight, jira, trello,  
whimsical, zoominfo

## Leadership Experience

**Fallout Theater, 2018-2024**  
Show Producer & Director  
  
Pitches original show ideas.  
Leads production & direction.

**Fallout Theater, 2018-2024**  
Improv Comedy Teacher  
  
Designs curriculum.  
Leads classes on developing  
a comedic voice, thinking  
quickly, and building trust.

## Work Experience

**LogicMonitor | 2022-present**  
Customer Success Manager  
  
Manages 3.2mil+ book with 100+% retention rate.  
Develops programs to drive usage and retention.  
Aligns with Sales on renewal forecasts and up-sell  
strategies, with a focus on customer retention.  
Addresses and resolves client issues utilizing support,  
product, and sales engineering teams.

**AlayaCare | 2022**  
Senior Client Services Associate  
  
Managed concurrent client implementation projects.  
Planned for scope change and proactively managed  
tasks to prevent project schedule delays.  
Prepared project documents and provided training.

**KaiNexus | 2019- 2021**  
Strategic Account Manager  
  
Built and maintained customer relationships.  
Managed 1mil+ book of business.  
Led redesign of customer implementation process.  
Translated customer needs into product feedback and  
configuration decisions, affecting thousands of daily users.

**Upstream Project Manager**  
  
Architected company-wide long-term project pipeline.  
Led cross-functional teams in determining/executing annual  
strategic projects to ensure alignment with company vision.

**Amne Inc. | 2018- 2019**  
Product Marketing Manager  
  
Led growth team in defining target customer and holistic  
acquisition strategy.  
Authored copy for various marketing materials.

**Operations Manager**  
  
Implemented operational practices that streamlined  
maintenance of 30+ homes.