

DEVON BRITTAIN

Design | Customer Success | Marketing

EXPERIENCE

Customer Success Manager | OneLocal

2019 - 2020, TORONTO, ON

- Managing a portfolio of over 200 accounts, in the SMB space
- Built out marketing sites and material
- Wrote SEO-Optimized content for web and blog
- Assisting in additional creative projects (company and client-related)

Customer Success Manager | Riipen Networks

2018 - 2019, VANCOUVER/TORONTO

- Accountable for direct client support, with a track of building sustainable relationships for our largest accounts (eg. Walmart,
- Improved email open rates and worked with the product team on layout changes and new features to increase the success rate of collaboration requests by 100%.
- Redefined team goals and KPI's around recurring revenue and customers' desired outcomes to increase educator and employer NPS scores from an average of 0 to 69

Enterprise Account Manager | Riipen Networks

2016 - 2018, VANCOUVER/TORONTO

- Developing strategic plans to maximize sales opportunities, while protecting customer loyalty by ensuring the highest levels of customer satisfaction through a reoccurring needs analysis, platform walkthrough and ultimate adjustment.
KPI's included: Monthly sales growth, Average conversion time, Sales Targets, Quote to close ratio and Monthly calls/emails value

Branding and Marketing | Aquilini Investment Group

2014 - 2016, VANCOUVER, BC

EDUCATION

BrainStation | UXUI Design, Web Development

Emily Carr University | Visual Arts, Creative Writing, Art History

Art Institute | Marketing Degree

PROJECTS

Mia by Figo | Maker (Figma/sketch) Writer | RBC

June 2020, RBC, HACKATHON

Platforms used: Sketch, Figma, Google Slides, Zepplin

Norma Proof | Maker (Figma/sketch) Writer | Earnest & Young

June 2020, Ernst & Young, HACKATHON

Platforms used: Sketch, Figma, Google Slides, Zepplin

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SKILLS

Sketch, Figma, Google Suite, Excel, Invision, Photoshop

PROFILE

My dream is to build a world that moves smarter, moves better, and moves forward. I believe that technology is breaking down barriers for us to better perform mentally, physically, and socially.