

Contact

www.linkedin.com/in/brian-seymour-92122a7 (LinkedIn)

Top Skills

Product Management
Social Media Marketing
Digital Marketing

Brian Seymour

Well-rounded, customer-focused, technically savvy
Las Vegas, Nevada, United States

Summary

Experienced Support Lead and Product Manager with a demonstrated history of working in the computer software industry. Strong support professional skilled in Digital Strategy, Sales, Team Building, Management, and Account Management.

Experience

Town News

Customer Service Manager

October 2022 - Present (1 year 11 months)

Moline, IL (remote from Las Vegas, NV)

Bindle Systems Inc

Operations Manager

September 2021 - Present (3 years)

Las Vegas, Nevada, United States

Build new customer success team for startup.

Develop materials and training to ensure customer success and resolve issues for end users.

Upland Second Street

12 years 1 month

Lead Support Success Specialist

April 2014 - June 2021 (7 years 3 months)

Las Vegas, Nevada Area/St. Louis, MO

Manage projects for customer experience/customer support team, technical liaison between customer experience and product development. Mentor and manage customer support reps.

Senior Account Manager - Deadline Deals

March 2011 - May 2014 (3 years 3 months)

Responsible for working with new and existing Deadline Deals accounts to ensure use of best practices and ensure customer success.

Product Manager

June 2009 - March 2011 (1 year 10 months)

MediaSpan

11 years 2 months

Technical Sales Director

December 2006 - May 2009 (2 years 6 months)

Product Manager

August 2002 - December 2006 (4 years 5 months)

Installation Specialist

April 1998 - July 2002 (4 years 4 months)

MediaSpan Media Software

Technical Sales Director

1997 - 2008 (11 years)

Education

Central Michigan University

Bachelor's Degree, Journalism · (1993 - 1996)