

JAKE BRITNER

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EXECUTIVE SUMMARY

A results-driven and analytical professional with experience in project coordination, stakeholder engagement, and operational delivery. Qualified PRINCE2 Practitioner with a successful track record in account, relationship, and supplier management. Brings a calm, solutions-focused mindset and a proven ability to navigate complex priorities in fast-paced environments.

KEY SKILLS

- Project planning and coordination (PRINCE2 Practitioner)
- Stakeholder and relationship management
- Change management exposure
- MS Office — *Excel, SharePoint, Outlook, Teams, Planner*
- Asana
- Jira
- Monday
- Salesforce
- MS Dynamics
- Zendesk
- French — *Intermediate*

EXPERIENCE

Account Manager, PHMG (Aug 2023 — present)

- Co-ordinated the implementation of Zoom Workplace across the department, managing operational setup and collaborating closely with IT and the vendor.
- Led the design and rollout of a team-wide triage system to manage email and workflow distribution on MS Dynamics, improving task ownership and response times.
- Managed internal and external email inboxes and project workstreams on MS Office.
- Contributed to project activities, providing support and insights to inter-departmental workflows, change management, and process standardisation.
- Regularly exceeded key performance indicators with a continuous stream of additional revenue generation.
- Consulted on technical delivery and implementation of products of a range of on-premise and cloud-based telephone systems, working with third and internal parties.
- Owned a client portfolio exceeding £500,000 in contract value, providing support to North American organisations whilst effectively navigating time zone differences.
- Utilised PowerBI, interrogating commercial and strategic data to identify opportunities and improve client satisfaction.
- Provided hands-on training and support to new team members, accelerating their understanding of processes and boosting early confidence in client-facing tasks.

Territory Executive, Just Eat (Jan 2022 — Aug 2023)

- Managed and developed new restaurant partnerships across Greater Birmingham, Coventry, and Manchester City Centre, ensuring long-term success on the platform.
- Conducted regular in-person business performance reviews, analysing sales data and operational metrics to drive restaurant performance and optimise revenue.
- Built and maintained strong relationships with stakeholders at all levels, consulting on strategy, marketing, and operational efficiencies.
- Used Jira, Asana, and Zendesk to successfully liaise with Marketing, Customer Support, and Logistics teams, guaranteeing smooth onboarding and excellent client experience for Restaurant Partners.
- Adopted and demonstrated a data-driven, consultative, and results-oriented approach to account management.

Customer Operations, Monzo (Jul 2021 — Dec 2021)

- Provided customer support via phone and live chat, consistently exceeding KPIs for response time, satisfaction, and resolution.
- Managed an ongoing caseload of customer accounts, triaging of queries and reports, and escalation to the appropriate department as necessary.
- Carried out compliance checks including Know Your Customer, and Enhanced Due Diligence, ensuring adherence to regulatory and internal standards.
- Investigated adverse media and Politically Exposed Persons flags, escalating risks in line with Monzo's financial crime protocols.
- Completed a Level 1 Certificate in Anti-Money Laundering, enhancing understanding of industry regulations and red flag identification.

Editor & Strategist, Social Media Campaigns (Feb 2020 — Nov 2020)

Rebalance Yourself | WEI for International Officer

Door Supervisor, Security Companies (Aug 2018 — Jun 2021)

FGH Security | University of Birmingham Guild of Students

Retail Assistant, Various (Nov 2017 — Aug 2018)

Cosmo Bingo | Home Bargains | Boots

PA/Administrator (Sep 2013 — Nov 2017)

LighterLife Bramhall

EDUCATION

PeopleCert/AXELOS (May — Jun 2025)

PRINCE2 Foundation Certificate in Project Management
PRINCE2 Practitioner Certificate in Project Management
PRINCE2 Project Manager

University of Birmingham (Sep 2018 — Jul 2021)

BA Political Science and International Relations, 2:1

Loreto College (Sep 2016 — Aug 2018)

A-Level Politics, Law, French