

KEVEN BROWN

Chicago, IL 60601 · keven@kevenbrown.com · 312-914-3324 · LinkedIn

Professional Summary

Results-driven Operations Sales Associate and relationship builder with 15+ years of experience supporting sales teams, managing customer retention, and driving adoption across SaaS and EdTech. Skilled in CRM management (Salesforce, HubSpot) and AI-powered tools (MagicSchool AI, Gemini, Copilot, ChatGPT-5) to streamline workflows, strengthen client relationships, and deliver measurable outcomes. Beyond my professional work, I serve as Vice President of the Windy City Lions Club and collaborate with the Cyber International Lions Club KOPE, leading outreach and education initiatives that foster community engagement and long-term impact. Currently pursuing a Master's in Instructional Design & Technology to enhance further my expertise in onboarding, adoption, and learning strategies.

Core Strengths

- Sales Operations & Support
 - CRM Management (Salesforce, HubSpot)
 - Customer Relationship Building
 - Order Processing & Pipeline Tracking
 - Reporting & Forecasting
 - Cross-Functional Coordination
 - Administrative & Scheduling Support
 - Data Accuracy & Documentation
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Experience

Associate Account Executive | Magic School AI — Chicago, IL | Jan, 2025 – Aug, 2025

- Supported sales representatives with proposal preparation, order processing, and customer communications.
- Maintained CRM records (Salesforce/HubSpot), ensuring pipeline accuracy and data integrity.
- Assisted in developing reports and forecasts for leadership to track sales performance and identify trends.
- Coordinated with operations and finance teams to align on contract execution and billing.
- Provided ongoing administrative and scheduling support to ensure sales team efficiency.

Business Development Manager & Wellness Coach | *BODIMATRIX LLC* — Chicago, IL | Aug 2014 – Present

- Built long-term client relationships and managed all aspects of business operations for a health & fitness company.
- Developed outreach and retention strategies, resulting in consistent repeat business.
- Delivered personalized coaching and training programs, improving client satisfaction and loyalty.
- Oversaw scheduling, billing, and customer service operations.

Director of Education Partnerships | *Varsity Tutors* — Chicago, IL | Sep 2021 – Jan 2025

- Exceeded quota (110%+) while supporting large accounts and partnerships.
- Prepared proposals, managed contracts, and coordinated onboarding/training with district leaders.
- Partnered cross-functionally with product and operations teams to ensure seamless implementation and customer success.

Education

Purdue University, West Lafayette, IN

Bachelor of Science, Professional Studies (Communications) — Nov 2024

GPA: 3.98 · Dean's List · National Society of Leadership and Success

Currently pursuing: Master of Science, Instructional Design & Technology –
Expected graduation date June 02, 2026

Technical Skills

Salesforce (Super User/Admin) · HubSpot · Outreach · Gong · ChiliPiper ·
Google Analytics · Microsoft Office · Google Workspace