

DAVID LEVINE

Customer Success & Account Management | Business Strategy | Client Relationship Leadership

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CORE COMPETENCIES:

Customer Success & Account Management – Build trusted relationships with clients, advocate for their needs, and drive retention and renewals. Skilled at identifying opportunities for growth and aligning solutions with customer goals.

Project & Process Management: Develop long-term strategies and business plans. Assess variables and goals related to staffing, customer needs, and operating expenses. Create practical, innovative digital and situational solutions. Reduce costs, ensure quality and deliver products and services on time. Oversee all stages of forecasting, budgeting and delivery.

Technical Knowledge: Experience in application life-cycle development, starting with requirement gathering, project management, testing, training, and deploying followed by support.

Leadership: Head business teams, ensuring accountability, productivity, and quality, by setting realistic goals that integrate staff input. Promote an environment with excellent internal/external communication between employees, in-person and virtual customers, and corporate clients.

Client Growth & Revenue Expansion: Develop innovative and customized solutions targeted to client requests. Hone brand messaging and ensure continuity across platforms. Collaborate with design team to differentiate, promote and publicize products and services through national/international media campaigns. Utilize print, indoor/outdoor signage, vehicle wrapping, TV spots, YouTube, web design, and social media marketing to promote corporate identity, educate the consumer/client ultimately increasing sales.

PROFESSIONAL EXPERIENCE:

I am Your Virtual Professional, Present

Empowering small business owners to transform and elevate their online presence. Advising small businesses on boosting sales and revenue through effective marketing strategies and process implementation. Hands-on experience with SaaS platforms to drive client success and online growth. Successfully placed clients on page one of Google search results and optimized visibility through AI-driven tools such as ChatGPT.

Owner, Illinois Nut & Candy, Skokie, IL, 2004 - 2022

Increased sales by over 60% through street traffic, corporate accounts and e-commerce by providing award winning customer service, while also using print and digital media exposure to create national and international brand recognition.

Assistant to the Finance Director, Village of Glencoe, Glencoe, IL, 2002 - 2004

Designed and implemented processes including IT Disaster Recovery Plan and schedule for hardware upgrades, while coordinating multiple technology projects which increased productivity and cut costs.

IT - Project Director, Fastweb, Skokie, IL, 2000 - 2001

Managed IT department and implemented processes that included requirements gathering and testing resulting in a reduction of development time of web based projects.

Senior Consultant, Xpedior (formerly Metamor), Chicago, IL, 1998 - 2000

Adjunct Professor, Roosevelt University Chicago / Oakton Community College, 1998 - 2004

Assistant Director of Radio Services, Strata Marketing, Chicago, IL, 1996 – 1998

Speaking Engagements:

Impact Food & Beverage Summit,
Fall 2015/Spring 2017
Galactosemia Foundation Conference
2008, 2010, 2012, 2014, 2016
Evanston Chamber of Commerce,
2012 - 2015
The Innovation Enterprise Summit,
June 2013
Business By Referral / Cup of Joe
Winter 2025, Fall 2025

Education:

Masters in Education, 1994 - 1996
Loyola University, Chicago, IL
Bachelors in Psychology, 1989 - 1993
University of Illinois, Chicago, IL
Project Management Certificate, 2001
DePaul University, Chicago, IL
Google Digital Marketing & E-commerce 2023

Software:

MS Office Suite, MS
Project, MS Visio,
QuickBooks,
WordPress,
Elementor, Doodly,
Canva, Create Studio,
RankMath, ChatGPT