



Jen Brinkley <jennifer.brinkley@compass.com>

Feedback for Jen

3 messages

Katie xxxxxx

Thu, May 19, 2022 at 12:37 PM

Sharon, Steph, and Dave,

I'm taking a moment to share with you how working with Jen Brinkley has been amazing over the past few months. Jen is an integral part of getting Gainsight up and running. I'm also working with her on the First Time User Experience (FTUE) project and the insight she has brought to the team is helping us launch the right thing at the right time.

Move fast: Jen has jumped into learning everything she can about Gainsight as quickly as possible. She has taken ownership and demonstrated that she knows how to use the system effectively.

Learn from reality: As we started to move forward with a limited scope of work on the FTUE (using Gainsight with the platform for a single product tour) Jen challenged the group to start over and think about the customer. Her leadership in this area has allowed us to re-evaluate the project and ultimately we will be working toward an expanded goal since it is the right thing to do for our customers.

Collaborate without ego: It is fun to work with Jen and she brings such a wealth of knowledge to the team. She listens to the ideas from the India development center and has been instrumental in guiding great ideas into actionable tasks.

Be solutions driven: We don't have engineering resource for the FTUE project and we have not (yet) built many things in Gainsight. Even with these limitations Jen has pushed the bar higher to allow the project to dig deep into the functionality of Gainsight and how it will best serve the customer. Using the knowledge center bot tool will be the right thing for our customers and to do this we need a little more time. It's the right move and Jen helped the team see this clearly.

I could keep going with examples but I just wanted to acknowledge the hard work that Jen is putting into the FTUE and Gainsight projects. She is doing all the right things to position these activities to be successful for our customers.

Sincerely,
Katie H.

--

Katie Hamilton

[Support & Onboarding Systems \(SOS\) Team](#)