

CRISTIAN QUISTIANO

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SUMMARY

Client-focused Account Manager with 7+ years of experience managing high-value client portfolios, driving retention, and optimizing service delivery across commercial, residential, and multi-family accounts. Proven track record of building long-term relationships, increasing client satisfaction, and growing revenue through solution-based selling, project oversight, and proactive communication. Strong background in CRM management, account planning, vendor coordination, and cross-functional collaboration. Bilingual (English/Spanish) with strengths in relationship management, process improvement, and data-driven decision making.

PROFESSIONAL EXPERIENCE

Account Manager | Polo Carpet Cleaning & Flooring, LLC – Arlington, TX

May 2018 - Present

- Manage a portfolio of 50+ commercial, residential, and multi-family client accounts, ensuring on-time project delivery and high customer satisfaction.
- Build and maintain long-term relationships with property managers, general contractors, and vendor partners to strengthen retention and drive repeat business.
- Serve as the primary point of contact for client inquiries, escalations, service updates, and contract discussions.
- Oversee full-cycle accounts receivable, including invoicing, payment tracking, collections, and resolving billing discrepancies to maintain accurate financial reporting.
- Develop proposals, negotiate pricing, and close new business opportunities across new and existing accounts.
- Use CRM and vendor platforms (NetVendor, OPS Technology, RealPage) to manage client data, service records, compliance documents, and workflow tracking.
- Lead cross-functional coordination between operations, billing, and field teams to ensure seamless project execution and strong client experience.
- Implement performance dashboards and reporting tools to monitor timelines, revenue trends, and customer satisfaction metrics, improving visibility and decision-making across accounts.

CORE COMPETENCIES

Account Management • Client Relationship Building • Customer Success • Project Management
• B2B Communication • CRM/SaaS Platforms • Contract Management • Vendor & Stakeholder Relations
• KPI Reporting & Analytics • Retention & Renewals • Pipeline Management • Budgeting & Forecasting
• Cross-Functional Collaboration • English/Spanish Bilingual

EDUCATION

University of Texas at Arlington

Graduated: 2018

Bachelor of Business Administration (BBA), Double Major in Business Management & Marketing

ADDITIONAL INFORMATION

- **Languages:** English and Spanish
- **Certifications:** Google Project Management Certificate Coursera | 2025
- Built and maintained long-term relationships with major property management groups and contractors.