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| | **CRYSTAL LONGMAN**   |  | crys.stanelle@gmail.com | | --- | --- | |  | +17203941768 | |  | Denver, Colorado | |  | [linkedin.com/in/crystal-longman](https://www.linkedin.com/in/crystal-longman/) | | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **CORE COMPETENCIES**  Account Management  Renewals & Expansions  Net Revenue Retention  Customer Adoption  Territory Planning  Executive Stakeholder Engagement Salesforce CRM  Forecast Accuracy  QBR Facilitation  Data-Driven Insights  SaaS Lifecycle Management  Negotiation  Value Realization  Sales Methodologies  **EDUCATION & CERTIFICATIONS**  Liberal Arts Course Studies — University of Colorado Denver  A.S. Radiologic Technology — Community College of Denver  Certified Customer Success Manager — SuccessCOACHING | | | **PROFESSIONAL SUMMARY** Customer Success and Account Management professional with 5+ years’ experience driving retention, adoption, and expansion across SaaS, B2B, and healthcare technology portfolios. Skilled at building executive relationships, leading cross-functional teams, and delivering measurable ROI. Adept at guiding customers through onboarding, compliance, and lifecycle management while enabling revenue growth and operational efficiency. Recognized for translating customer insights into business impact and aligning solutions with client goals. | | --- | | **EXPERIENCE**  **Hybrid & 4B Marketing** - **Lead Enterprise Account Management**  *Denver, CO*  •  *01/2023* - *06/2025*   * Managed and grew regulated spaces and tech accounts through relationship building, strategy, and proactive communication. * Oversaw multi-state operations for MSOs, coordinating compliance and aligning internal teams to client goals. * Partnered with project managers and cross-functional stakeholders to design and execute client success plans tied to KPIs and outcomes. * Streamlined onboarding and support processes, improving client experience and time-to-value. * Maintained accurate CRM records, communicated data-driven results via QBRs, and identified risks and expansion opportunities.   **TaskRay: Salesforce Partner** - **Mid-Market Customer Success / Account Manager**  *Remote* / Hybrid  •  *09/2019* - *01/2023*  .   * Owned a portfolio of 50+ mid-market SaaS accounts, consistently achieving renewals and driving account growth while reducing chur * Led strategic business reviews for C-suite executives, demonstrating ROI and adoption milestones. * Identified and executed expansion opportunities, strengthening customer partnerships and contributing to portfolio growth. * Partnered cross-functionally with Sales, Marketing, and Product to drive platform adoption and customer satisfaction. * Maintained accurate forecasting and account health reporting, ensuring proactive risk management and renewal planning. * Supported onboarding, product training, and technical issue resolution to increase adoption. * Acted as the voice of the customer, shaping product roadmap priorities and driving long-term success outcomes.   **TaskRay** - **Customer Success Support Analyst**  *Remote* / Hybrid  •  *02/2021* - *08/2021*   * Resolved customer technical issues and supported onboarding, ensuring smooth product adoption. * Built a knowledge base and process improvements that reduced time-to-resolution and escalations.   **TaskRay** - **Sales Development Representative**  *Remote* / Hybrid  •  *09/2019* - *02/2021*   * Generated qualified pipeline by prospecting into enterprise SaaS accounts. * Consistently exceeded quota, contributing to ARR growth. * Partnered with Account Executives to advance opportunities and accelerate deal cycles. | |
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