

Christopher J. Greene

Strategic Account Manager | SaaS Growth | Customer Lifecycle Leadership

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Professional Summary

Consultative SaaS account leader with a proven track record of driving revenue expansion, customer retention, and technology modernization across B2B environments. Experienced in advising executive stakeholders on operational improvements, SaaS adoption, and infrastructure initiatives that support long-term business growth. Consistently delivered 110%+ NRR, influenced more than \$10M in pipeline, and led multi-year account expansion through strategic account planning and outcome-driven engagement.

Key Skills

Strategic Account Management • Revenue Growth (ARR, NRR, GRR) • Executive Stakeholder Engagement • Customer Adoption & Expansion Strategy • Gap Analysis & Performance Optimization • Salesforce Forecasting & Pipeline Management • Account Planning & Portfolio Ownership • Cloud, SaaS & Infrastructure Strategy • Cross-Functional Leadership • Technical Solution Alignment (Windows, AD, Integrations)

Professional Experience

Owner/Operator | July 2025 – Present

CG Consulting LLC | Independent Consultant | Pinellas Park, FL (Remote)

Director of Customer Success & Account Management (SaaS and Managed Services Client)

Lead entire SaaS account strategy by driving revenue growth, customer retention, and long-term value through consultative selling and technical expertise. Act as a cross-functional leader aligning stakeholders, teams, and execution.

- Own commercial performance and lifecycle strategy across enterprise SaaS accounts, driving revenue growth while balancing long-term customer value and retention. Deliver 110%+ Net Revenue Retention through consultative expansion and adoption.
- Identify internal process and performance gaps across customer environments, using data-driven insights to drive ARR growth and position scalable, high-impact solutions.
- Serve as a strategic advisor on platform modernization, authentication frameworks, and system integrations, translating technical concepts into clear business outcomes.
- Build and influence executive relationships across marketing, IT, and operations, aligning solutions to organizational priorities and securing cross-functional buy-in.
- Design and execute account plans and health scoring models, leveraging analytics and customer signals to drive expansion and mitigate risk.
- Operationalize forecasting and pipeline management by developing dashboards that improve visibility, decision-making, and forecast accuracy by 30%.
- Partner cross-functionally with product, engineering, and solutions teams to deliver seamless implementations, strong customer outcomes, and continuous feedback loops.

Inside Sales Representative | Apr 2025 – Jul 2025

Iron Mountain | Tampa, FL (Hybrid)

Drive pipeline growth through strategic outbound prospecting and technical solution alignment. Collaborate cross-functionally and engage executives to position cloud and compliance solutions tied to business outcomes.

- Generated \$750K+ pipeline within first quarter through strategic outbound prospecting, targeted messaging, and disciplined execution.
- Identified customer needs and partnered cross-functionally with solution engineers to translate requirements into cloud storage, compliance, and digital transformation solutions.
- Delivered executive-level presentations linking operational efficiency and regulatory requirements to technology investments, using storytelling and business acumen to influence buying decisions.

Account Manager II / Team Lead | Aug 2022 – Nov 2024

Validity, Inc. | Tampa, FL (Hybrid)

Lead and develop Account Managers while driving retention, expansion, and user adoption across SaaS accounts by identifying gaps, guiding account strategy, and collaborating cross-functionally to deliver revenue growth.

- Lead strategic enablement and performance management for Account Managers, combining coaching, data analysis, and leadership to drive from 70% to 85%+ retention and 20%+ YoY growth.
- Develop and execute account-based renewal and expansion strategies, leveraging customer insights and relationship management to deliver 105%+ NRR for two consecutive years.
- Optimize sales operations by partnering with SalesOps to implement process automations, improving conversion tracking accuracy and operational efficiency by 30%.
- Manage a \$2M book of business across 200 accounts, using pipeline management, forecasting, and stakeholder engagement to influence \$8M+ in opportunities.
- Build and scale high-performing teams by co-leading 15 Account Managers, driving five internal promotions through coaching, mentorship, and structured performance frameworks.

Enterprise Sales Development Rep II | Aug 2019 – Jun 2022

- Ranked #2 in total revenue contribution (\$390K) by combining high-volume prospecting with strong qualification and opportunity development.
- Consistently generated sales-qualified opportunities through structured outreach and discovery, contributing \$2.4M in estimated pipeline value.
- Executed high-volume, multi-channel outbound campaigns (calls, email, social), exceeding daily activity targets through disciplined time management and messaging consistency.
- Led messaging alignment sessions to standardize outreach strategies, improving team-wide effectiveness and replicating successful engagement patterns.
 - Coached SDRs on persona-based messaging, improving qualified pipeline by 18%.
 - Led A/B testing initiatives for outbound cadences, increasing response rates 22%.

Technology & Business Systems Consultant | Jan 2006 – Present

No Problem Atoll

Design, implement, and support IT infrastructure and business systems for small to mid-sized environments, combining hands-on technical execution with strategic guidance.

- Advise business owners and executives on infrastructure modernization, combining technical expertise and strategic thinking to align IT investments with business objectives.
- Guide organizations through cloud adoption, Windows Server environments, and system integrations, translating complex requirements into scalable solutions.
- Provide hands-on support across hybrid environments, including Active Directory, networking, and SaaS platforms, ensuring stability, security, and performance.
- Troubleshoot and resolve technical issues while communicating clearly with stakeholders, bridging the gap between IT operations and business needs.
- Translate technical architecture and infrastructure decisions into operational impact, enabling executive stakeholders to make informed, outcome-driven decisions.

Earlier Experience

Capital One | Fraud Specialist | Jan 2019 – Aug 2019

Greene Lightning Computers | Owner | Jan 2018 – Jan 2019

InsideOut Lab | BDR / Playbook Creator | Aug 2017 – Jan 2018

PawnMax | Store Manager/Director of Marketing | Oct 2015 – Jun 2017

Tech Data Corp | HP Solutions Representative | Sep 2013 – Oct 2015

PawnMax | Store Manager | Nov 2009 – Sep 2013

Certifications & Education

MEDDPICC

Sales Methodology and Value Framework Training

Completed February 2024

Dante Level 1, 3rd Edition

Certification

Completed June 2026

CompTIA A+

In Progress

St. Petersburg College

Business Administration (Major)

Cybersecurity (Minor)

Expected Graduation: Dec 2026

St. Petersburg College

Cybersecurity (Major)

Business Administration (Minor)

Expected Graduation: Dec 2028

References

Available upon request