

Christopher J. Greene

Technical Account Manager | SaaS Systems | Infrastructure & Security-Focused Solutions

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Professional Summary

Technical account and customer success leader with experience supporting SaaS platforms, infrastructure environments, and security-conscious organizations. Proven ability to bridge business and IT by aligning system performance, operational requirements, and compliance considerations. Background includes working with enterprise customers on platform evaluations, technical troubleshooting, and SOC 2-related security review processes.

Key Skills

Technical Account Management • SaaS & Infrastructure Strategy • DNS & Email Authentication (SPF, DKIM, DMARC) • HTML Email Development & Optimization • System Integrations & API Workflows • Active Directory & Windows Environments • Network & Domain Configuration • Cloud & SaaS Platforms • Customer Lifecycle & Retention (NRR/GRR) • Cross-Functional Technical Leadership

Technical Capabilities

DNS Management • SPF/DKIM/DMARC • HTML/CSS (Email Development) • Active Directory • Windows Server • Network Troubleshooting • SaaS Integrations • API Workflows • Email Deliverability Systems • Security & Compliance Exposure (SOC 2, Vendor Risk Reviews)

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 enterprise 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.

- Lead cross-functional engagement across enterprise SaaS accounts, aligning technical, operational, and compliance requirements to support platform adoption and stability.
- 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.
- Diagnose and resolve deliverability issues by analyzing domain configurations, authentication alignment, and filtering behaviors across major providers.
- Guide customers through implementation of authentication frameworks and domain-level changes to improve inbox placement and sender reputation.
- Partner with engineering and product teams to translate client infrastructure requirements into scalable technical solutions.
- Work with business stakeholders to identify system risks and implement solutions aligned with operational and security best practices.

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.

- Partnered with customer security and procurement teams during SOC 2-driven vendor security reviews, supporting evaluation of SaaS platform controls and coordinating internal responses to security and compliance inquiries.
- 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

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- 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 system configuration, access management, and issue resolution, ensuring secure and stable operation of business-critical systems.
- Troubleshoot and resolve system, network, and application-level issues, identifying root causes and mitigating risks affecting performance and reliability.
- Design and implement infrastructure improvements aligned to business and security requirements.

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

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

MEDDPICC

Sales Methodology and Value Framework Training

Completed February 2024

References

Available upon request