



COMMERCIAL & LIFESTYLE MODEL

# Shannon Orton

## OBJECTIVE

Model with over 10 years of corporate experience, recognized for professionalism, integrity, and commitment. A collaborative team player who excels in communication, effectively engaging with colleagues, clients, and stakeholders. A calm and level-headed problem solver, thriving in high-pressure, customer-facing environments. Confident in holding poses and wearing diverse outfits to meet client needs. Adaptable and flexible, with availability to travel for gigs, including weekends.

## CONTACT

Heyman Talent home office  
Columbus, OH

## SKILLS

• Customer Service • Communication Skills  
• Teamwork & Collaboration • Problem Solving  
• Fitness & Wellness • Diversity & Inclusion

## EXPERIENCE

### CUSTOMER SUCCESS MANAGER

Conga | 06-2021-Present

- Manage a \$9.24 M book of business spanning 12 clients in the Strategic and Enterprise segments, client base split between Financial Services and Health and Lifecare Sciences serving as the point of contact after the sales process to cultivate relationships, resolve issues, upsell services, ensure account retention and increased adoption.
- Conduct business review meetings with key accounts to discuss challenges and opportunities and align on future initiatives.
- Educate clients on upcoming product releases, highlighting new features related to their business.
- Built a mini-biography regarding professional career and fun facts to share with clients, enhancing the personal, white-glove element of customer success and formulating the development of strong customer relationships; shared with internal team, spurring use across the customer success division.
- Proactively organized monthly meetings with account executives and renewal managers, driving communication and collaboration to reduce silos, maximize opportunities, ensure alignment, and decrease risk for customers.
- Co-Chair of African/African American Colleague Resource Group