

JASON T. EDMEADS

Apex, NC 27502 • (570) 204-1497 • jtedmeads@gmail.com
jasonedmeads.com • linkedin.com/in/jasonedmeads

CUSTOMER SUCCESS MANAGER

Excellence in driving client engagement, satisfaction, and long-term partnerships for sustained success.

Dynamic and results-driven professional with extensive experience in customer success management, client engagement, and strategic account management in a health-related field. Proven expertise in nurturing long-term relationships, driving client satisfaction, and aligning client goals with organizational strategy. Adept at cross-functional collaboration, implementing successful programs, and managing complex client requests to ensure exceptional client outcomes.

Possesses Experience with:

Client Success & Retention	Strategic Planning & Consulting	Relationship Building	Business Growth Strategies
Strategic Account Management	CRM & Client Communication Tools	Data-Driven Insights & Reporting	Cross-Functional Leadership & Collaboration
Revenue Generation	Client Engagement & Satisfaction	Issue Resolution	

Technical Skills: Apple Productivity, CRM Systems, Monday.com, Microsoft Office Suite

- *Agile and dedicated account leader who takes pride of ownership; continuously delivers the highest quality of service to not just meet, but to exceed all customer expectations.*
- *Commitment to customer service is evidenced by consistent ability to build and maintain relationships with both internal and external customers, from the ground up.*
- *Offers a wealth of additional experience to include strong listening and negotiations skills, complex problem-solving, excellent time management, and long-range planning abilities which all support bottom-line growth and greater market penetration for the company.*

Professional Experience

ADAPTHEALTH • Plymouth Meeting, PA

LICENSING AND CREDENTIALING SPECIALIST (July 2024 - September 2024)

Ensured regulatory compliance by managing healthcare licensing, credentialing, and enrollment. Proactively addressed incidents and supported compliance with federal healthcare regulations. Strengthened client relationships through active collaboration with various teams, managing escalations, and optimizing client interactions to enhance satisfaction.

- Managed healthcare enrollment and licensing processes, aligning compliance efforts with client needs.
- Collaborated with cross-functional teams to address complex client issues, ensuring timely resolution.
- Administered compliance tracking databases, delivering seamless support for client accounts.

ACCREDITATION COMMISSION FOR HEALTH CARE, INC • Cary, NC

CUSTOMER EXPERIENCE MANAGER (January 2022 to November 2023)

Led a team of direct and indirect reports, managing high-profile client accounts. Spearheaded the development and implementation of client engagement strategies, ensuring alignment with client objectives to enhance outcomes and maximize satisfaction.

- Cultivated and maintained relationships with key client stakeholders to ensure consistent renewal and retention.
- Led strategic reviews to align client roadmaps with desired outcomes, improving client satisfaction metrics. Directed initiatives that improved Net Promoter Scores (NPS) by 72%, driving enhanced service delivery.

CUSTOMER EXPERIENCE TEAM LEAD (April 2021 to January 2022)

Promoted to manage a six-member team, focusing on optimizing customer account handling. Led cross-functional efforts to improve client processes and satisfaction.

- Designed new client communication templates and operational processes, leading to a significant reduction in client service delays.
- Developed a process for equitable workload distribution, enhancing team productivity and client outcomes.

"We are a rapidly growing DMEPOS supplier with over 700 locations nationwide, our account requires a significant amount of oversight and attention. Jason is responsive, knowledgeable and works with our company to find solutions to complex situations. Our team has found Jason to be a valuable resource. He possesses a great deal of leadership abilities and handles our corporate-level account with ease."

Client Feedback

ACCOUNT ADVISOR (January 2013 to April 2021)

Managed 20 corporate accounts with up to 5,000 locations, achieving a 100% retention rate. Worked closely with clients to identify growth opportunities and align business strategies.

- Played a pivotal role in doubling the national account portfolio, contributing over \$7M in revenue growth.
- Partnered with the national account executive team and paved the way for significant business expansion; served a key role in doubling the company's portfolio of national accounts by identifying gaps in processes directly related to meeting customer needs.
- Drove year-over-year improvements in Net Promoter Score (NPS) and customer satisfaction by promoting a customer-first approach within the team and across client interactions.

Previous Work Experience

SCHEDULING COORDINATOR • ACCREDITATION COMMISSION FOR HEALTH CARE (2013 to 2018) | Dually spearheaded the digital transformation of scheduling operations for the Durable Medical Equipment and Pharmacy arms of the business. Acted as the primary point person for scheduling initiatives, offered expert guidance to customers, refined the quality and educational impact of survey interactions. Successfully met and exceeded multifaceted customer requirements and expectations.

B2B ACCOUNT MANAGER • TIGERDIRECT (2008 to 2011) | Entrusted to manage 150+ national accounts, acting as a liaison between the customer and internal teams to ensure timely and successful delivery of business solutions. Developed a trusted advisor relationship with key accounts, stakeholders, and executive leaders resulting in generation of over \$1.3M+ in sales during tenure.

POLICE OFFICER • U.S. CAPITOL POLICE (2003 to 2007) | Successfully upheld the safety and security of the United States Capitol building. Demonstrated a robust knowledge of police procedures, emergency response, and investigative protocols. Displayed skills in conflict resolution with the ability to make quick, strategic decisions in high-pressure situations. Exhibited a commitment to serving with integrity, protecting the President, Vice President, lawmakers, staff, and visitors with unwavering dedication through diligent patrol, monitoring, and community engagement.

DAMAGE CONTROLMAN THIRD CLASS • UNITED STATES NAVY (1995 to 1998) | Honorably discharged with commendation for reenlistment following a two-year deployment in Italy on the USS Barry DDG-52. Managed and mentored a dedicated team of 10 to 15 members with a focus on operational excellence, safety and training on shipboard firefighting techniques to support fellow sailors

"My company has used Jason for IT related hardware purchasing since 2007. Jason is always professional and prompt. He is willing to go the extra mile...and can say from personal experience that he truly cares about his customers and will do whatever it takes to make sure they are 100% satisfied." – Client Feedback

Education & Professional Development

UNIVERSITY OF PHOENIX • MASTER OF SCIENCE – ACCOUNTING

PENNSYLVANIA STATE UNIVERSITY • BACHELOR OF SCIENCE – CRIMINOLOGY