

BRIANNA BROCKINGTON

Customer Success Manager | Account Management | SaaS & Healthcare Technology

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PROFESSIONAL SUMMARY

Customer Success Manager with nearly five years of account management and relationship-management experience at OptumRx, now driving onboarding, adoption, and retention for a portfolio of accounts on a cloud-based SaaS pharmacy management platform at Scriptly. Proven track record building programs from the ground up, translating technical and regulatory complexity into clear guidance for customers, and partnering cross-functionally with Sales, Engineering, and Support. B.S. in Software Engineering brings technical fluency that speeds collaboration with product and engineering teams.

CORE COMPETENCIES

- Account Management & Customer Success
- Client Onboarding & Product Adoption
- Retention Strategy & Business Reviews (QBRs)
- Relationship & Stakeholder Management
- Cross-Functional Collaboration (Sales, Engineering, Support)
- SaaS Platforms & Technical Fluency (SQL, REST APIs)
- Regulated Healthcare & Compliance Environments
- Root Cause Analysis & Escalation Management
- Process Documentation & Training
- CRM & Ticketing Tools: Salesforce, Zendesk, Freshdesk, Jira, ServiceNow

CERTIFICATIONS

AWS Certified Cloud Practitioner | CompTIA Network+ | ITIL Foundation - IT Service Management | Google IT Support Professional | Google Cybersecurity Professional Certificate

PROFESSIONAL EXPERIENCE

Customer Success Manager | *Scriptly* Aug 2026 - Present

- Primary point of contact for a portfolio of pharmacy accounts on a cloud-based pharmacy management platform; lead onboarding, drive product adoption, and ensure clients realize maximum value from the platform.
- Partner with Sales, Engineering, and Support to advocate for customer needs; conduct business reviews, monitor account health, and develop retention strategies grounded in nearly a decade of pharmacy operations experience.

Certified Pharmacy Care Coordinator | *OptumRx* May 2019 - Feb 2024

- Hand-selected to design and launch OptumCare, a new specialty-provider support program, from the ground up; scaled the team from 5 to 15 and authored all training and onboarding materials.
- Served as dedicated point of contact for a provider office threatening to leave the network, resolving concerns and preserving the relationship.
- Trained specialty providers on EMR/EHR access and PHI compliance; built SharePoint infrastructure to support workflow continuity during system transitions.
- Served as liaison between call center operations and IT, identifying and escalating compliance-risk issues with structured documentation.

Senior Pharmacy Care Coordinator | *Centene* Feb 2024 - Dec 2025

- Subject-matter expert and primary escalation point for enterprise platforms at a large managed care organization; diagnosed issues, performed root cause analysis, and coordinated resolutions across IT, operations, and compliance teams.
- Triaged and documented user-reported issues; produced system documentation across compliance-heavy enterprise platforms.

Pharmacy Operations Coordinator | *CenterWell Pharmacy* Dec 2025 - Apr 2026

- Primary liaison between pharmacy operations and IT; documented and escalated system defects across enterprise platforms with detailed technical write-ups.
- Performed root cause analysis on platform errors, including access control failures and data sync issues, and proposed system-level improvements.

Senior Engineer (Internship) | *Kentish Publishing Company* Mar 2026 - Jul 2026

- Built full-stack features for AI-driven content automation tools using React and Node.js; collaborated across engineering, product, and creative teams in an Agile environment.

EDUCATION

B.S. Software Engineering, Western Governors University, 2026 | A.S. Health Sciences - Pharmacy Technician, Ultimate Medical Academy, 2017