



## SaaS and Enterprise Software Veteran Joins BlackLine as Chief Customer Officer

*Jimmy Duan to lead all customer- and partner-facing teams at digital finance transformation leader*

LOS ANGELES, May 6, 2024 /PRNewswire/ -- [BlackLine, Inc.](#) (Nasdaq: BL) announced today that software veteran Jimmy Duan has joined the company as chief customer officer, effective May 6<sup>th</sup>. In his new role, Mr. Duan will oversee the company's Implementation, Customer Success, Support, and Training teams, as well as the Strategic Alliances & Channels teams. The digital finance transformation leader provides market-leading solutions that drive greater automation, efficiency, financial governance, and risk management for the Office of the CFO. He will report to Co-CEO Owen Ryan.

"Jimmy brings a wealth of experience to BlackLine leading high-performing customer support, technology, services, and sales teams that will be invaluable in elevating our customer experience to new heights. His customer-first philosophy aligns perfectly with our mission to deliver our one-stop solutions that meet the evolving needs of the CFO's team," said Mr. Ryan. "Partners are a key component of BlackLine's go-to-market strategy, and we expect Jimmy's leadership will be increasingly impactful from a customer growth, success, and retention perspective."

Mr. Duan comes to BlackLine with more than 25 years of experience building and leading successful startup, public, and private-equity-backed SaaS and enterprise software companies. Prior to BlackLine, he served as EVP and chief customer officer at cloud experience management pioneer and market leader Medallia and was a member of the executive team when they went public. Before that, he served as EVP and chief technology officer at CallidusCloud, a global sales performance management leader, overseeing R&D, services, cloud operations, and international market expansion.

"As a pioneer and market leader for transforming and automating accounting and finance processes, BlackLine provides premium solutions and support to thousands of leading organizations through close collaboration with an extensive partner ecosystem globally," said Mr. Duan. "The co-CEOs' commitment to customer experience and success resonates deeply with me. I am immensely proud to join the BlackLine team and leverage my passion for customer advocacy to further enhance BlackLine's customer and partner engagement strategies and deliver exceptional value to our clients."

Mr. Duan holds a Doctor of Philosophy (PhD) degree in Industrial & Systems Engineering from Virginia Tech.

### **About BlackLine**

Companies come to [BlackLine](#) (Nasdaq: BL) because their traditional manual accounting and finance processes are not sustainable. BlackLine's market-leading cloud platform and customer service help companies move to modern accounting by unifying their data and processes, automating repetitive work, and driving accountability through visibility. BlackLine provides solutions to manage and automate financial close, intercompany accounting, invoice-to-cash, and consolidation processes – inspiring, powering, and guiding large enterprises and midsize businesses on their digital finance transformation journeys.

Nearly 4,400 customers trust BlackLine to help them close faster with complete and accurate results. The company is the pioneer of the cloud financial close market and is recognized as the leader by customers at leading end-user review sites including G2 and TrustRadius. BlackLine is a global company with operations in major business centers including Los Angeles, New York, the San Francisco Bay area, London, Paris, Frankfurt, Tokyo, Sydney, Bangalore, and Singapore. For more information, visit [blackline.com](#).

### **BlackLine Forward-looking Statements**

This release may contain forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. In some cases, you can identify forward-looking statements by terminology such as "may," "will," "should," "could," "expect," "plan," "anticipate," "believe," "estimate," "predict," "intend," "potential," "would," "continue," "ongoing" or the negative of these terms or other comparable terminology. Forward-looking statements in this release include statements regarding our growth plans, strategies and opportunities.

Any forward-looking statements contained in this press release are based upon BlackLine's current plans, estimates and expectations, and are not a representation that such plans, estimates, or expectations will be achieved. Forward-looking statements are based on information available at the time those statements are made and/or management's good faith beliefs and assumptions as of that time with respect to future events and are subject to risks and uncertainties. If any of these risks or uncertainties materialize or if any assumptions prove incorrect, actual performance or results may differ materially from those expressed in or suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to, risks related to the Company's ability to execute on its strategies, attract new customers, enter new geographies and develop, release and sell new features and solutions; and other risks and uncertainties described in the other filings we make with the Securities and Exchange Commission from time to time, including the risks described under the heading "Risk Factors" in our Annual Report on Form 10-K. Additional information will also be set forth in our Quarterly Reports on Form 10-Q.

Forward-looking statements should not be read as a guarantee of future performance or results, and you should not place undue reliance on such statements. Except as required by law, we do not undertake any obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise.

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