

Meet The Fondolorians

Get to Know Our Team!

At Fondo, we're passionate about helping founders stay compliant, investor-ready, and confident in their numbers — and that wouldn't be possible without the incredible people behind the scenes.

Meet The Fondolorians, our team spotlight series highlighting the accountants, operators, strategists, and startup experts who help support founders through some of their most important business moments.

Quick About

Name

Crystal Granacher

Job Title

Sr. Customer Support Manager

Years at Fondo

Three and a half years

Childhood Dream Job

To be a fashion designer! I actually studied fashion design and have my Bachelors degree in it.

Favorite Quote

"Work smarter, not harder."



What is your favorite part of your job?

My favorite part of my job is the people. I genuinely love being able to help someone take something that feels stressful, confusing, or overwhelming and make it feel a little easier.

I also love that no two days are exactly the same. Whether I'm helping a client navigate a difficult situation, finding a solution to a problem, improving a process, or supporting someone on my team, I get to make a tangible difference in someone's experience.

At the end of the day, I'm a people person and a problem solver, so getting to combine those two things every day is my favorite part of what I do.

What trait do you have that makes you great at your job?

I genuinely love helping people.

What is your favorite feature Fondo has and why?

I love our dashboard in the client portal. It gives our clients a quick snapshot of anything they may need to complete and the status of their services with us.



What is the biggest/most unique thing you've learned about the industry?

How much trust plays a role in the tax and financial services industry. Clients aren't just trusting us to file a return, they're trusting us with something that can feel incredibly complicated, stressful, and personal.



What advice would you give to new founders just starting out and joining the community?

Don't be afraid to ask questions, and ask them early. You're not supposed to know everything when you're starting a company, especially when it comes to things like taxes, compliance, and bookkeeping.

I'd also say: use your community. Some of the best advice, connections, and lessons can come from other founders who have already experienced what you're going through. You don't have to figure everything out on your own.

And finally, build a good support system around you early. Surround yourself with people and partners you trust, stay curious, and focus your energy on what you do best. There will always be things you don't know yet, being willing to ask for help and learn along the way is part of being a great founder.



Check out our website for more information about life at Fondo.

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