Customer Success Manager

Job Location
Mumbai, India

Description
Job Description
Customer Success Managers (CSMs) are a unique hybrid role between customer service and sales.
The main goal is to provide support for customers as they transition from the sales pipeline (prospects) to the support pipeline (active users).

Responsibilities
Single point contact and project success ownership.
 Client coordination and communication over project solutioning (Technical solutioning along
with Delivery/ Project manager), Consulting
 Project estimation – Delivery Plan & effort in coordination with delivery / project manager.
 Commercial negotiation and ensuring profitable deal onboarding
 Project Tracking & reporting to both client & internal stakeholders
 Project review on regular basis with delivery team
 Ensuring On-time project completion – if not, tracking and fixing with PM
 Delivery milestone and revenue milestone mapping. Ensuring revenue is recognized &
achieved
 Operational reporting & account planning
 Enhancement/change request identification & action
 Working with BDM and prospecting team for A/c size increment

Skills
Strong Communication & Interpersonal skills with 3+ years of managing the Enterprise
account relationship
 Experience in handling Digital technology projects – presales, post sales and Business
Analysis with top IT companies.
 Business studies/ management background preferable
 Strong know-how of Web & Mobile Technologies or how does a software/digital company
operates
 Understanding of Software Development life cycle
 Ability to do Project audit in respect to Payments & Deliveries
 Ability to maintain a good rapport with client stakeholders
 Clear communication verbal & written to manage & document stakeholders expectations
 Ability to mitigate client & internal escalations
 Ability to foresee hidden risks and highlight on time and ensure a closure
 Ability to nurture and grow a client into an account by ensuring repeat business

Hiring organization
Rojgar Group

Employment Type
Full-time

Base Salary
INR 1000000 - INR 1300000

Experience
5+ years

Contacts
Share
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