

## Customer Success Manager

### Brief about the job

As a “Customer Success Manager” you will be responsible in helping our clients be successful by adopting the Smartkarrot platform across their Customer Success team. The CSM will need to enable your users of the platform to retain and grow their customers by providing a prescriptive approach to customer experience with desired outcomes. This role would require you to work in a shift that would overlap with the US time zone, i.e. 3 PM - 12 AM IST

### Responsibilities

- Lead and own all post-sales activity in order to create recognizable business value including but not limited to onboarding, product adoption, renewal and help customers achieve their business goals using SmartKarrrot platform
- Pay special attention to On-Boarding client stakeholders quickly on the platform, with a focus on Customer Education
- Increase lifetime value of clients through sustained engagement
- Ability to quickly adapt, learn and demonstrate product knowledge
- Plan and execute the Customer Success Plan
- Ability to interface with cross functional teams across development, sales and implementation teams to meet client objectives.
- Ability to articulate client needs, manage expectations, provide proactive solutions that enable clients to get faster & consistent value from the platform.
- Ability to interact across all levels within a client organization
- Be the customer's voice and provide feedback to internal teams on how we can better the product and improve processes

### Requirements

- Excellent communication skills
- Excellent relationship building skills
- Great spoken and written English capabilities
- Ability to multitask and manage a wide portfolio across industry segments
- An above average comfort with Technology
- Willingness to Learn and Eye for Detail
- Ability to analyze reports, charts and data

**Position type - Full time**

**Location - Bangalore**

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