

Customer Success Manager

Who We Are Looking For

A Customer Success Manager for the APAC region to deliver high business value and cultivate deep customer relationships. The candidate will own a specific territory and have assigned accounts. This role will be responsible for all aspects of renewals, upsells, account management, and customer success planning. The role drives overall customer satisfaction including reporting and analytics of revenue impact tied to client success, client testimonials, and client references.

What You Will Do

- Provide ongoing strategy and thought leadership that drive high value / high impact for the client's business.
- Craft strategic solution proposals including business objectives, KPI metrics and ROI models.
- Design tests and collaborate with professional services to analyze results and provide recommendations for optimization and scaling to maximize value for the client's business.
- Collaborate with Sales Executives regarding upsell, cross sell new product features, metrics and professional services.
- Collaborate with Director of Professional Services regarding monthly forecast and revenue
- Manage all aspects of contract renewals.
- Track and report on client health to identify and take action against potential churn events.
- Escalate product or support issues as needed and manage communication with the client.
- Regular travel to client sites required.

Qualifications

Experience – 3+ years of relevant experience including customer success, delivery and account management of Enterprise Software in the financial services or Fintech verticals.

Education – Bachelor's Degree required

- An understanding of delivery management for enterprise software, specifically in the Financial Services/Banking/Fintech verticals, from both a business and technology perspective. Self-starter with a high level of motivation to get things done.
- Proven ability to drive continuous customer value from our product(s).
- Demonstrated ability to build strong client relationships resulting in increased customer satisfaction and increased revenue through contract renewals and upselling professional services.
- Excellent organizational skills, with the ability to meet strict deadlines.
- Excellent communication skills, including issue tracking, triaging, and crisis management.
- Ability to communicate with internal and external customers and all levels of management.

Hiring organization

Provenir

About The Company

Provenir is a global fintech company with offices in New Jersey, San Francisco, London, Leeds, and Singapore. We are passionate about technology and helping businesses become industry leaders. As a leading provider of decisioning and analytics products for financial services and other industries, we empower businesses to create innovative, digital-first financial decisioning solutions that drive business growth.

Employment Type

Full-time, Remote

Industry

Computer Software, Information Technology & Services

Job Location

Remote work from: Greater Kuala Lumpur

Date posted

March 12, 2021

LinkedIn

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- Ability to understand and manage client expectations effectively.
- Strong technical knowledge/understanding and ability to communicate technical issues to the business stakeholders.

At Provenir, you'll be a member of a dynamic and growing team that prides itself in developing highly innovative, adaptable and configurable software solutions. You'll enjoy a competitive compensation and benefits package. Our collaborative culture and strong technical environment make Provenir a great place to build your career.

Provenir is an Equal Opportunity Employer