

United Arab Emirates Jobs Expertini®

Client Success Manager (Remote)

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Company: Azdan Business Analytics

Location: united arab emirates

Category: other-general

We are seeking a highly motivated and client-focused individual to join our team as a client Success Manager. As a client Success Manager, your primary responsibility will be to ensure the success and satisfaction of our valued clients. You will work closely with clients to understand their goals, challenges, and needs, and provide them with guidance, support, and solutions to maximize their success with our products and services.

Responsibilities:

- Develop strong relationships with clients, serving as their main point of contact and advocate within the company.
- Understand and align with clients' business objectives and help them achieve their desired outcomes.
- Conduct regular check-ins with clients to assess their satisfaction, address any concerns, and identify opportunities for improvement.
- Proactively identify and deliver value-added services and solutions to clients, such as training, best practices, and new product features.
- Collaborate with internal teams, such as sales, product development, and support, to ensure a seamless client experience and resolve any issues or challenges.
- Track and analyze customer usage data and feedback to identify trends, patterns, and opportunities for client success and growth.
- Provide accurate and timely reports on client engagement, satisfaction, and retention to management.
- Stay up-to-date with industry trends, best practices, and competitive landscape to continuously improve the client success strategy and approach.
- Act as a client advocate within the company, providing feedback and insights to inform product roadmap and development.

Requirements:

- Bachelor's degree in business, marketing, or a related field.
- Any software/enterprise solutions experience will be add value
- Proven experience in client success or account management role, preferably in a B2B environment.
- Excellent communication and interpersonal skills to build strong

relationships with clients. • Strong problem-solving and analytical skills to identify and address client needs effectively. • Demonstrated ability to manage multiple customers and projects simultaneously while maintaining attention to detail. • Proficient in CRM software and other client success tools. • Self-motivated, proactive, and results-oriented with a passion for client satisfaction and success.

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