

Cloud Customer Success Manager

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Company: Kumoco Ltd

Location: united arab emirates

Category: other-general

We are seeking a talented Cloud Customer Success Manager to join our team at Kumoco.

The candidate will have a strong background in public cloud technologies, with the ability to liaise comfortably with technical cloud contacts from current and potential clients.

Responsibilities: Develop and maintain a deep understanding of Kumoco Cloud Manager and its features Build relationships with technical cloud contacts of current and potential clients Support the onboarding of customers to our SaaS solution, and ensure they consistently get value from our products and services Manage and provide exceptional customer service, addressing queries and concerns in a timely manner Represent the voice of the customer within the product team, ensuring customer feedback is raised and managed accordingly Understand customer priorities and provide guidance to optimize their use of the product Identify up-sell and cross-sell opportunities and communicate them to the wider team Inform customers of new functionality and features, contributing to customer adoption of new releases Collaborate with our cross-functional team to ensure seamless project execution and product/process improvements Own and manage the customer portfolio and contribute to reporting that supports all elements of customer success Qualifications: Experience in cloud technologies, with a focus on at least one major public cloud provider (AWS, Azure, or GCP) Familiarity with Cloud Adoption Framework and Well-Architected Framework Knowledge of Cloud Management and FinOps best practices Proven experience in a customer-facing role, with excellent communication and presentation skills Strong problem-solving skills, and adaptability to a fast-paced, dynamic environment Ability to handle multiple priorities with demanding timeframes

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