

# United Arab Emirates Jobs Expertini®

## Customer Manager Jobs In Dubai UAE 2023 | Fairmont

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Company: Fairmont

Location: dubai

Category: other-general

### Customer Manager Jobs In Dubai UAE 2023 | Fairmont

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Description:

The main responsibilities of a Customer Success Manager are to ensure training, onboarding, and effective platform usage takes place in parallel to collecting actionable customer:/

Responsibilities:Go above and beyond to ensure Fairmont customers are actively working towards their goals and that they will be happy with the service provided.

This includes customer training, on-going support, consultative calls, strategic planning, customer outreach and customer marketing.

Identify, implement and optimize KPIs to understand customer usage, behaviors and red flags indicating potential customer churn.

Review the customer accounts and customers' 'health score' to increase user retention and decrease churn rates, along with increasing activation rates and customer

satisfactionRequirements:2-3 years of relevant Customer Success experience

Be customer service oriented

Be a team player who is able to build and maintain close relationships with a wide range of internal and external stakeholders

Be passionate about technology#J-18808-Ljbffr

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