

United Arab Emirates Jobs Expertini®

Customer Success Manager | Genesys Dubai

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Company: Genesys

Location: dubai

Category: other-general

Customer Success Manager | Genesys Dubai

Genesys empowers more than 7,500 organizations in over 100 countries to improve loyalty and business outcomes by creating the best experiences for customers and employees.

Through Genesys Cloud, the #1 AI-powered experience orchestration platform, Genesys delivers the future of CX to organizations of all sizes so they can provide empathetic, personalized experience at scale. As the trusted, all-in-one platform born in the cloud, Genesys Cloud accelerates growth for organizations by enabling them to differentiate with the right customer experience at the right time, while driving stronger workforce engagement, efficiency and operational improvements. Visit www.genesys.com.

At Genesys, we allow our employees to make their mark by entrusting them to make decisions and do what they've been hired to do: their very best. Your potential is waiting; why are you?

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What You'll Do: The primary responsibilities for this role include (but are not limited to).

Manage a portfolio of customers serving as their primary business point of contact throughout their CX journey

Understand customers' business value drivers, success criteria, and KPIs to develop Customer Success Plans (actionable blueprints by which the Customer Success Manager and customers can achieve mutual success)

Prescribe the adoption and use of product features/functionality and services to the achievement of key customer business outcomes

Promoting continuous growth through the relevant innovation path

Establish a regular cadence of Executive Business Reviews with the customer to track progress towards their stated business objectives

Drive continuous improvement of customer advocacy measures

Prepare and deliver territory plans to define account strategies and align resources

Establish shared accountability with adjacent functions in key points of the customer journey including, but not limited to:

Onboarding Specialists to ensure new customers are systematically introduced into Genesys and begin to realize value as rapidly as possible

Professional Services to ensure that implementations progress smoothly to go-live

Renewal Managers to drive strong forecasting and renewal practices that deliver high retention rates and growth of recurring revenue

Sales to identify cross-sell/up-sell opportunities and drive incremental bookings

Ad-hoc duties as directed by Management

Take on and assist in driving internal strategic initiatives and continuous improvement programs.

You've been there and done this...

5+ years experience in a technology-related field

Bachelor's Degree in a technology- or business-related field

Excellent Interpersonal, Presentation Skills – Both Written And Verbal

Positive attitude and high willingness to learn

Leadership profile that unifies, influences, and inspires cross-functional teams to meet the changing needs of customers

Experience with productivity tools including PowerPoint/Excel/Word, CRM tools such as Salesforce and Gainsight, and on-line communities and social media platforms

Required: Arabic & English Languages. Nice to have: Turkish Language

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