

# United Arab Emirates Jobs Expertini®

## Customer Success Manager

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Company: Datahash

Location: united arab emirates

Category: other-general

Must be Good Communicator & Should have decent understanding of Marketing Technology.

The ideal candidate will play a key role in ensuring the successful onboarding of clients onto our SaaS platform, guiding them through the implementation process, and maximizing their value from our solutions. Collaborate closely with clients to understand their Marketing Technology use cases & first party data integration needs. Lead discovery sessions and requirements gathering meetings to identify client goals and use cases for leveraging first-party data within our platform. Provide expert guidance and best practices to clients on integrating and managing their first-party data within our platform, ensuring data accuracy, security, and compliance. Coordinate with cross-functional teams, including sales, product development, and technical support, to deliver customized solutions and address client needs effectively. Conduct product demonstrations and training sessions for clients to showcase platform features, functionalities, and value propositions. Proactively identify opportunities to enhance client satisfaction, drive adoption, retain client and maximize the value delivered by our solutions. Act as a trusted advisor to clients, providing strategic recommendations and actionable insights to help them achieve their business objectives.

Tools Experience o Analytics: Google analytics / GTM / Firebase Analytics o MMP: e.g. adjust, Appsflyer, Branch o CRM: e.g. Moengage, ClaverTap o SQL & Google Big Query o

Familiarity with Ad Platforms : Google Ads, Meta, Snapchat, Tiktok Requirements Should have 5-8 years of working experience. Bachelor's degree in Marketing, Business Administration, Computer Science, or related field. Proven experience in a customer-facing role, preferably in customer success, account management, or technical consulting within the SaaS or

Marketing Technology industry. Strong understanding of first-party data concepts, marketing analytics, and digital marketing strategies. Technical proficiency and ability to understand and articulate complex technical concepts related to data integration, API connectivity, and SaaS platforms.

1. Work From Anywhere: Your office can be anywhere you like. Seriously, anywhere.
2. Your Hours, Your Call: Work early bird hours or burn the midnight oil. It's all good.
3. Get in on the Action: ESOP? Yeah, you get a piece of the pie too.
4. Health is Wealth: We've got you and your family covered, health-wise.
5. Cool Vibes Only: Our work culture is as awesome as your favorite hangout spot.
6. Epic Offsites: Once a year, we go all out. Think fun, sun, and maybe a cocktail or two.
7. Coworking Access: Need a change from your home office? We've got spots.

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