

Customer Success Specialist

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Company: Exalogico Systems and Services Private Limited

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Job Summary

We are searching for a dynamic Customer Success Specialist who is vital in supporting the sales team's efforts to achieve their goals and objectives in the UAE market. This role involves collaborating closely with the sales team, conducting market research, generating leads, providing administrative support, and ensuring customer satisfaction throughout the sales process. The ideal candidate will have IT experience, particularly with SAP knowledge, and possess strong communication, organizational, and interpersonal skills.

Responsibilities

- Collaborate closely with the sales team to understand their goals and objectives, providing proactive support to achieve sales targets.
- Assist in developing and implementing sales strategies, contributing ideas and insights to optimize sales processes.
- Conduct thorough market research to identify potential customers, market trends, and new business opportunities.
- Generate leads through various channels, qualifying prospects and nurturing them through the sales pipeline.
- Assist in negotiating and closing sales deals, ensuring customer satisfaction and retention.
- Maintain accurate records of sales activities and customer interactions using CRM software.
- Provide ongoing customer support, addressing inquiries, and resolving issues promptly and

professionally.

- Prepare and deliver persuasive presentations and product demonstrations to potential clients, effectively communicating the value proposition.

Qualifications

- Bachelor's degree in Business Administration, Marketing, or related field.
- Proven experience in sales or customer service roles, with a strong track record of achieving targets.
- Excellent communication and interpersonal skills, with the ability to build rapport and establish client relationships.
- IT experience, particularly with SAP knowledge.
- Strong organizational and time management abilities, with attention to detail and accuracy.
- Ability to work both independently and collaboratively within a team environment.
- Proficiency in Microsoft Office suite, including Word, Excel, and PowerPoint.

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