

United Arab Emirates Jobs Expertini®

Global Account Manager _Client Success_KSA

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Company: Oracle

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

To provide strategic account management services to a portfolio of high profile, high value accounts with the objective of increasing the accounts investment, appreciation and value of Oracle CEGIU products and services to secure all accounts indefinitely.

Responsibilities

General

Deliver against all required KPIs Revenue Retention & Growth Account Retention Time to Value & Success Initiatives Customer satisfaction Customer References

Account Planning

Develop and execute high quality and actionable Account plans for all accounts in conjunction with account sales representatives, services and partner organisations such as:

New Account Onboarding Planning (Implementation & Initial Onboarding) within the first 30 days of a new account including establish a Governance model

Investment Decision Plan & Customer Maturity Plan within first 6 Months

Adoption and Value Realization Plan throughout the term and as determined by account

Renewal Account Plan begins between 6-12 months from renewal date (depending on the account)

Opportunity plan support with the Applications Sales and Consulting Sales Representatives

Relationship Management

Focused point of contact for primary/executive communications and corporate interactions with the account.

Develop engagement plan in conjunction with internal and external stakeholders to enhance long-term corporate value of the account.

Continuously identify and establish relationships with key stakeholders and influencers within accounts.

Full understanding of the accounts purchasing and decision processes.

Direct Revenue Generation

Develop in-depth understanding of account objectives and problems in order to identify and qualify all opportunities within the account to ensure Sales wins

Prepare the account for Renewal by formulating the renewal process as defined by the Renewal strategy.

Continuously promote and qualify new product and services opportunities for all accounts

Support in the preparation of presentations and proposals and product, technical, and security related responses to RFPs/RFIs

Maintain a high level of understanding of competitors and positioning statements.

Quality of Service

Ensure that the customer is receiving appropriate levels of support, through utilising the available Oracle resources (Contact Centre, Support Central, CO training, Product Support

Respond in a timely manner to customer enquiries and ensure that the appropriate response / action is delivered

Maintain regular contact with each account to identify emerging service issues

Proactively provide input into customer service strategy, training requirements, procedures and direction.

Work closely with the Client Operations and Sales teams to promote teamwork and collaboration

Establish risks associated with each agreement and develop mitigation strategies.

Maintain an understanding of the businesses within the assigned territory and the factors that influence spending patterns.

Coordinate and contribute to internal communications with all Oracle offices as required to manage accounts within your portfolio

Leadership

Management and coordination of Account Management activities within account

Drive and support the national / regional / global selling effort into the account.

Identify national / regional / global team members and create communication links, matching team configuration with the nature of the sales opportunities at the account.

Connect stakeholders on a global level and create a virtual team environment.

Utilise effective project management skills to co-ordinate change management protocols within accounts

Submit detailed reports on time

Mentor junior colleagues

Contribute to team meetings

General

Maintain excellent knowledge of Oracle's products including their demonstration, pricing and administrative procedures.

Maintain knowledge of Oracle's products and current Account Management and Sales procedures

Update and maintain accurate data on CRM.

Career Level - IC4

Required Skills & Experience

Essential:

Must have both Arabic and English language capability

Strong national / global sales experience, preferably in managing national / global accounts of significant size.

Demonstrates an accurate and comprehensive understanding of how to sell complex technology solutions at all levels including C level.

Exhibits both financial & commercial acumen, business planning experience and presence.

Superior negotiation skills

A highly effective communicator with proven success in relationship management.

Ability to work in global time zones.

Acts with integrity and displays high ethical values when doing business.

Proven ability to manage multiple and diverse customer engagements concurrently

High computer literacy with MS Windows, MS Office and other applications

Proven track record of generating own leads and contacts from within a distinct account portfolio

Ability to confidently present and articulate the business value of the Oracle's CEGBU products and services to managers and executives of all levels

An expert collaborator working as a team player by contributing, learning and sharing new knowledge

Be self-motivated, flexible and able to take initiative

Strong verbal and written communications skills with a focus on needs analysis, positioning, business justification, and closing techniques

Superior presentation and demonstration skills

Desirable:

Resources/Construction industry experience

Previous experience with international organizations and clients

Additional Requirements:

Current drivers licence, and motor vehicle could be beneficial

Willingness and flexibility to travel as needed

Valid work rights for country where position located

Required Competencies

Building client loyalty- meets client needs, building productive relationships whilst taking responsibility for client satisfaction and retention

Building collaborative partnerships-Identifies opportunities to build strategic relationships internally and externally to help achieve Oracle's goals

Driving for results- sets challenging goals for self and others, working to meet or exceed those goals, monitoring progress towards attainment.

Initiating action-takes prompt action to accomplish objectives; proactively seeking information, support or tools required to deal with issues

Reliability – consistently applies skills to arrange of activities, making a high quality contribution to clients

Resilience – responds effectively to disappointment or rejection

Sales persuasion-persuades or influences clients/customers to accept a point of view, adopt a specific agenda, or take a course of action.

Technical knowledge –applies understanding of Oracle effectively within context of own role

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