

United Arab Emirates Jobs Expertini®

Manager/Sr. Manager- Customer Success

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Company: Lemnisk

Location: , , United Arab Emirates

Category: other-general

About the Company: Immensitas Private Limited's offering Lemnisk, is a Customer Data Platform-led personalization and real-time marketing automation solution that delivers superior customer experiences resulting in increased conversions, retention, and growth for enterprises. The key capabilities include: Connectors to organize silo-ed marketing data sources and create a real-time customer oneview; Orchestrate individual customer journeys across the marketing tool ecosystem on the right channels at the right time using a proprietary in-built machine learning engine; Create 1:1 personalized experiences for each user across multiple marketing channels. We have offices in USA, Singapore, Dubai, and Bangalore. We are ISO 27001 and ISO 27018 certified. For more information, visit our website: www.lemnisk.co

How to apply: Interested candidates should submit their latest resume outlining their relevant experience

Responsibilities

Looking for a maverick who is passionate about increasing the digital share of business for our different verticals.

- Overall responsibility for monthly/quarterly/annual revenue from a set of strategic clients
- Define and execute strategy for retention and cross-sell for every account
- Understand the client's known and unknown needs and partner with the Delivery and Product teams to address client needs
- As a trusted advisor drive adoption of existing use cases and evangelize new use cases among clients
- Engage with CMO, Head - Digital marketing, Head - Digital, Head - Analytics, Head – Innovation, and other C-level executives
- Provide client and market-level insights for product innovation
- Lead presales for the region & given set of accounts
- Work closely with clients toward Customer Advocacy for evangelizing

Case Studies & PRs

Qualifications

- Min. 2 years of employment experience in customer

success for Manager (Customer Success)● Min. 4 years of employment experience in customer success for Senior Manager (Customer Success)● Candidates with strong demonstrated prior experience in helping clients achieve success using enterprise solutions preferably digital marketing platforms are preferred● Proven track record of upselling/cross selling● Experience in working with and influencing customers at multiple levels up to CXOs● Must have excellent communication skills● Willingness to travel, if required on short notice● BFSI experience is a plus

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