

United Arab Emirates Jobs Expertini®

Senior Account Executive

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Company: MAGNiTT, Inc.

Location: , , United Arab Emirates

Category: sales-and-related

Our Sales team is passionate about acquiring, building, and nurturing long-term partnerships. Divided into two fronts, our Business Development team proactively identifies and reach out to potential clients with the goal to sell our SaaS platform, while our Account Management team is responsible for onboarding the new clients to our platform, supporting them throughout their journey with MAGNiTT and assure they use the full potential of our solutions. Remote working policies. Leave increment based on tenure. Learning platforms.

Job Description Account Management at MAGNiTT ensures clients maximize the value of their subscriptions. Through onboarding, training, servicing, and support, the Senior Account Executive will be responsible for building and maintaining strong relationships with our existing clients to ensure their ongoing satisfaction and maximize revenue through renewal and upselling opportunities. Our client base includes leading regional Government Entities, Large Corporates, and Tech Giants along with many of the region's Venture Capital and International Counterparts. Do you have a consultative mindset looking to create solutions for our clients? Are you someone passionate about the startup ecosystem and investment data? Are you a tenacious, outgoing, and great communicator? If so, we should talk about how you might contribute as a Senior Account Executive at MAGNiTT. A good candidate will look to do the following:

- Develop and nurture relationships with assigned accounts to understand their business needs, objectives, and challenges;
- Act as the one point of contact for the assigned Enterprise subscription customers for platform and usage queries;
- Implement proactive strategies to ensure high customer retention rates by delivering exceptional customer service, resolving issues

promptly, and providing ongoing support and guidance;• Identify opportunities to upsell additional features, content, or services to existing clients based on their usage patterns, business goals, and needs;• Monitor customer adoption & usage of MAGNiTTs subscriptions and suggest ways the customer can increase the value gained;• Coordinate with the Product team to be aware of product developments and how they can help our existing customers;• Demonstrate knowledge of our solutions including key features providing demo sessions of the platform to the customer and their team;• Attend conferences, meetings, and industry events to build a network in the ecosystem and generate leads;• Act as the voice of our customers back to the rest of MAGNiTT;• Consolidate and document product feedback from customers to influence our product road-map;• Track performance and report success metrics in KPI meetings highlighting successful results and insights from client meetings while looking to exceed quarterly and annual revenue objectives.

Job Requirements Required Skills and Qualifications:• 3+ years of work experience in Account management, relationship management, or customer success for a SaaS provider;• Have a background or interest in corporate SaaS solutions or similar B2B sales;• Experience delivering client-focused solutions to customer needs;• Problem-solving approach;• Demonstrable passion for customer service and success;• Proven ability to manage multiple projects at a time while paying strict attention to detail;• Have experience managing deals and workflow using Hubspot;• Skillful presenter with excellent interpersonal, verbal, and written communication, especially presentational skills to showcase the MAGNiTT platform and its product suite;• Fluent in English. Arabic is a plus;• Excellent time management, project management, and upward reporting skills.

Good to have/be:• Prior experience with organizations that have been part of the Startup & Technology ecosystem (Venture Capital, Startup, Corporate Innovation, Government Hubs and Accelerators etc) is highly advantageous;• Have a love of and great understanding of the startup and venture capital space;• Enjoy networking and talking with new people every day;• Customer-first mentality: do whatever it takes to ensure sales leads & customers love our company;• High EQ: you're notoriously great with people.

A 30-minute video call with the hiring manager, where you can describe your background and highlight your strengths. This is a great opportunity to ask about the specifics of the position.

Technical AssignmentIn this stage you'll be given an assignment to work on, to present and discuss it with the hiring manager. Each assignment has been specifically designed for the respective position, and aims to assess your technical skills and thinking process.

Culture InterviewOur culture is a big part of MAGNiTT.

With this in mind, our final stage interview is conducted by our employees. You will meet 3 of our team members, who will assess if you're a good fit for what we're building at MAGNiTT. It's also a great opportunity to ask our employees about how they feel working here.

#J-18808-Ljbffr

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