

Role -**Customer Success Manager (CSM)/ Project Manager**

Experience -**4 to 6 years into IT, Networking.**

Office Location- **Andheri East**

Office Time- **10.00 a.m - 07.00 p.m**

**Skills** Speaking, Active Listening, Service Orientation, Presentation Skills, Client Relationships, Emphasizing Excellence, Meeting Creativity, Independence, Motivation, Reading Comprehension - Understanding written sentences and paragraphs in work related documents, Critical Thinking, Active Learning, Monitoring, Time Management, Negotiation - Bringing others together and trying to reconcile differences, Coordination, Writing - Communicating effectively in writing as appropriate for the needs of the clients, Leadership, Initiative, Innovation.

**JD:-**

As an Associate Manager of Client Success, you will be responsible for driving client engagement and satisfaction by providing world class customer service and delivering the utmost value in our evidence-based solutions. You will serve as an advisor to our clients, owning every phase of the post-sale process from product implementation and training through product optimization and maintenance. The Associate Manager of Client Success will also partner with our internal solutions teams to align and provide insights on client deliverables, as well as translate client feedback into Product requirements.

The successful candidate is a strategic, forward thinker and doesn't shy away from helping our clients find creative ways to drive change within their healthcare system. Building relationships and delighting customers is what he/she lives for, and will go above and beyond to turn the average client into a raving advocate.

**Responsibilities & Skills:**

- Develop and execute implementation and training post-sale
- Manage ongoing client relationships to drive full solution adoption and engagement as well as customer satisfaction.
- Advise clients on industry best practices, including workflows and governance models, as well as opportunities to leverage Procured solutions to achieve financial and operational targets. ● Translate client feedback into actionable product road maps, working with our product and marketing teams to advise on aligning our messaging with our ability to address IT system challenges.
- Develop new ways of analyzing, organizing, and distributing data that create meaning for various stakeholders.
- Addressing the Phone calls and Mails.
- Vendor coordination with various vendors.
- Addressing the mail form users and escalating them to the higher level.
- Project Management, Presentation, Documentation.

**Qualifications:**

- >> 3+ years experience as a Client Success Manager or relevant experience in management
- >> consulting, software implementation, or IT and technology solutions.
- >> Diverse problem solving and project management skills
- >> Strong verbal and written communication skills
- >> Excellent attention to detail, strong prioritization skills
- >> Ability to travel to client sites as necessary (approx. 30% travel)
- >> ITIL and PMP certification would be added advantage

**Matching Criteria**

ITIL Certified, ITIL Management, ITIL Consultant, PMP Trained, Client Management, Client Servicing, IT Help Desk Coordinator.

**Industries**

computer hardware, software, electronics, semiconductors, internet, telecom equipment, e-commerce, healthcare.