

Vacature Customer Success Manager, Utrecht



Locatie Limburg, Heel

https://www.advertentiex.nl/x-958092-z



The Customer Success Manager (CSM) will be the primary contact for a base of accounts to ensure the service is successfully deployed, then to drive adoption, up-sell/cross-sell accounts, ensure customer retention and to manage/reduce churn.

The Customer Success Manager will work closely with Sales and other teams in providing a high level of service to the customer and to understand their business.

Overall Responsibilities:

- Manage the deployment of the company's Cloud Collaboration products and services
- Managing base of accounts with focus on these KPIs: Net Retention, Upsell/cross-sell, Churn and Spark Utilization
- Successfully maintain extensive interaction with various members of cross-functional teams to ensure focus and delivery of services and solutions
- Maintain consistent and effective pro-active communication with the assigned account base
- Maintain a high level of knowledge on products and services on offer

Functie-eisen:

1. Fluency in English required (native speaker preferred).; knowledge of additional language: German, French, Spanish, Arabic would be beneficial.

