Customer Success Executive Oracle

Description

Who are we?Our mission is to scale intelligence to serve humanity. Weâ??re training and deploying frontier models for developers and enterprises who are building AI systems to power magical experiences like content generation, semantic search, RAG, and agents. We believe that our work is instrumental to the widespread adoption of AI.We obsess over what we build. Each one of us is responsible for contributing to increasing the capabilities of our models and the value they drive for our customers. We like to work hard and move fast to do whatâ??s best for our customers.Cohere is a team of researchers, engineers, designers, and more, who are passionate about their craft. Each person is one of the best in the world at what they do. We believe that a diverse range of perspectives is a requirement for building great products.Join us on our mission and shape the future!Why this role?As we continue expanding our operations, we seek a Customer Success Executive, Oracle to join our dynamic team. In this pivotal role, you will be our valued clients' primary point of contact, ensuring they receive exceptional service and support. The Customer Success Executive will have a strong product background in the Oracle domain, enabling them to understand our client's needs and drive successful outcomes.The ideal candidate will have extensive experience in customer success or account management, preferably in the SaaS or AI industry. They should be well-versed in the Oracle ecosystem and have a proven track record of building strong, long-lasting client relationships.As a Customer Success Executive, you will:- Immerse yourself in Cohere's product suite, becoming an expert in its capabilities and potential- Manage the relationship with Oracle Fusion, Netsuite, and other Oracle applications, requiring comprehensive knowledge of the Oracle ecosystem and navigating all aspects of the partnership.- Develop a deep understanding of Oracleâ??s needs and provide input on their GenAI feature/functionality roadmap based on your general product management experience- Remove barriers and accelerate time to deployment by collaborating with Cohere and Oracle teams – Build enduring, trusted advisor relationships with Oracle, ensuring their long-term satisfaction and success- Champion Oracleâ??s perspective: gather insights and communicate them effectively to drive product, sales, and engineering strategies- Own the end-to-end renewal process: forecast, report, mitigate churn, and lead renewals. Conduct QBRs, identify growth opportunities, manage contract negotiations, and collaborate with product teamsYou may be a good fit if you have:- 8+ years of experience in customer success experience working with a technical enterprise product/solution- Deep product background in the Oracle domain, with a strong understanding of Oracle products and services- A strong understanding or background in LLMs, AI, or Machine Learning – Exceptional communication skills: you listen effectively and can articulate complex technical concepts to non-technical audiences- A collaborative mindset & experience working cross-functionally with teams and stakeholders- The ability to do whatever it takes to solve the problem. The ability to pivot with speed. Resourcefulness and willingness to explore multiple solutionsYou might also have: – A solutions engineering skillset, including familiarity with APIs, Python, and model-servingnnIf some of the above doesnâ??t line up perfectly with your experience, we still encourage you to apply! If you consider yourself a thoughtful worker, a lifelong learner, and a kind and playful team member, Cohere is the place for you.We value and celebrate diversity and strive to create an inclusive work environment for all. We welcome applicants of all kinds and are committed to providing an equal opportunity process. Cohere provides accessibility accommodations during the recruitment process. Should you require any accommodation, please let us know and we will work with you to meet your needs.Our Perks: ð??¤? An open and inclusive culture and work

environment 🧑‍💻 Work closely with a team on the cutting edge of AI research 🍽 Weekly lunch stipend, in-office lunches & snacks🦷 Full health and dental benefits, including a separate budget to take care of your mental health 💷 100% Parental Leave top-up for 6 months for employees based in Canada, the US, and the UK🏛 Personal enrichment benefits towards arts and culture, fitness and well-being, quality time, and workspace improvement🏠 Remote-flexible, offices in Toronto, New York, San Francisco and London and co-working stipendâ✈️🏝 6 weeks of vacationNote: This post is co-authored by both Cohere humans and Cohere technology.Please mention the word **LAVISH** and tag RMzQuMTUwLjE4OC4xMA== when applying to show you read the job post completely (#RMzQuMTUwLjE4OC4xMA==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com