Byte

Commercial Account Manager

Description

As a Commercial Account Manager, you will act as a trusted advisor to our clients, building a deep understanding of their needs, while developing long-term partnerships. You will identify opportunities for our clients to get the most out of Sumo Logicâ??s suite of products, skillfully collaborating with internal and external partners and stakeholders to drive usage, upsells, cross-sells, renewal opportunities, and customer success. We are looking for well-rounded strategic operators to help us build out our Expansion team. Responsibilities Own the post-sale engagement, growth, and success of a portfolio of Sumo Logic Ability to drive cross-sell opportunities for additional Sumo Logic products and features across long-term, consultative engagements Develop and implement strategies for driving product adoption and client retention with a book of business Experience managing projects with input from cross-functional teams and leaders at Sumo Logic Become a Subject Matter Expert (SME) in Sumo Logicâ??s product roadmap, basic integration types, and go-to-market strategies Advocate for your clients internally by sharing client feedback, usage patterns, and insights with the Product and New Business sales teams to continuously improve the user experience Qualification and Skills 2-3+ years of experience in a client-facing role. Ability to understand complex ecosystems and build great relationships with technical and non-technical customers Proven record of success in developing relationships, optimizing accounts, and working with technical products Previous experience (or willingness to learn) about SaaS, Infrastructure, and observability and security use-cases Proactively build relationships with customers to achieve loyalty Skills for balancing customer experience and satisfaction with opportunity prioritization and upsells Strong problem solving and analytical skills Monitor and identify usage trends to uncover renewal risks and support greater adoption rates Experienced in independently negotiating contract terms and overcoming pricing objections for up-sell/cross sell activities Why You Should Apply: Continuous career development and pathing opportunities Sales training in MEDDPICC and Command of the Message Product training to develop an in-depth understanding of our product and space Best in breed onboarding Internal mentor and buddy program cross-departmentally New hire stock equity (RSUs) and employee stock purchase plan Generous and competitive benefits Friendly and inclusive workplace culture #LI-Remote About Us: Sumo Logic, Inc. empowers the people who power modern, digital business. Sumo Logic enables customers to deliver reliable and secure cloud-native applications through its Sumo Logic SaaS Analytics Log Platform, which helps practitioners and developers ensure application reliability, secure and protect against modern security threats, and gain insights into their cloud infrastructures. Customers worldwide rely on Sumo Logic to get powerful real-time analytics and insights across observability and security solutions for their cloud-native applications. For more information, visit www.sumologic.com. Sumo Logic Privacy Policy The expected annual base salary range for this position is $70,000 – $80,000. Compensation varies based on a variety of factors which include (but arenâ??t limited to) such as role level, skills and competencies, qualifications, knowledge, location, and experience. In addition to base pay, certain roles are eligible to participate in our bonus or commission plans, as well as our benefits offerings, and equity awards.Please mention the word **LOVED** and tag RMzUuMjQ1LjExOS4yNDA= when applying to show you read the job post completely (#RMzUuMjQ1LjExOS4yNDA=). 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.

Hiring organization
Sumo Logic

Job Location
Boston, Massachusetts, United States

Base Salary
$ 60000 - $ 110000

Date posted
May 29, 2024

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Contacts

Job listing via RemoteOK.com