Customer Success Manager India

Description

The Role We are seeking a proactive and passionate Customer Success Manager (CSM) to join our India team. The ideal candidate will be instrumental in ensuring our customers not only realize the full potential of YugabyteDB but also experience seamless integration and outstanding support throughout their journey with us. This role is pivotal in building strong, lasting relationships with our customers, guiding them through their adoption process, and ensuring they achieve their business objectives using our technology. Responsibilities Develop and maintain strong relationships with a portfolio of assigned customers, understanding their business needs and technical environments. Act as the primary point of contact for all customer success-related activities within the APJ region, ensuring a positive customer experience. Guide customers through the planning and deployment of YugabyteDB, offering best practices and insights to maximize system performance and reliability. Conduct regular check-ins and business reviews with customers, identifying and addressing any issues or opportunities for optimization. Collaborate with Sales, Engineering, and Product teams to provide feedback and drive product improvements based on customer feedback. Develop and implement strategies for customer retention, expansion, and advocacy. Provide educational resources and training to customers, enabling them to utilize YugabyteDB effectively. Track and report on key metrics related to customer satisfaction, retention, and growth. Qualifications Bachelorâ[?][?]s degree in Computer Science, Information Technology, Business Administration, or related field. 5+ years of experience in customer success, account management, or similar role in the technology or software industry, preferably with database technologies or distributed systems. Excellent communication and interpersonal skills, with the ability to engage and build relationships with customers across various levels of an organization. Proven stakeholder management skills, demonstrating the ability to effectively navigate and manage expectations of diverse stakeholder groups within and outside customer organizations. Proven project management skills, with the ability to manage multiple projects simultaneously, keeping tight deadlines and prioritizing tasks under pressure. ITIL certification is desirable. Proven track record of meeting or exceeding performance targets. Experience working with enterprise customers is a requirement, indicating an ability to understand and navigate the complexities and scale of large organizations. Ability to work independently in a remote setting, managing time effectively across different time zones. Understanding of SQL and NoSQL database technologies, with direct experience in distributed systems being a significant plus. Experience with project management tools like Microsoft Project and/or JIRA is highly desirable. Why Join Us? Yugabyte is at the forefront of database technology, offering a unique opportunity to work with some of the brightest minds in the field. Weâ[?][?]re committed to our employees' growth and well-being, providing competitive salaries, comprehensive benefits, and a flexible, supportive work environment. Join us in our mission to revolutionize data management across the globe.Please mention the word **CORRECTLY** and tag RMjE3LjYxLjIzLjE2MQ== when applying to show you read the job post completely (#RMjE3LjYxLjIzLjE2MQ==). 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

Hiring organization
YugabyteDB

Job Location
Mumbai, Maharashtra, India

Base Salary
$ 60000 - $ 85000

Date posted
June 2, 2024

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