

Technical Account Manager Netherlands

Description

Summary As a Technical Account Manager (TAM), youâ??ll be responsible for planning and executing strategies to drive customer adoption and use of the Wiz platform. You will provide both strategic and hands-on technical guidance to customers throughout the Wiz journey, from onboarding to operationalization. Technical expertise and strong customer-facing skills will be essential in address both the business and technical needs of our customers. Serving as the bridge between customers and the broader Wiz team, you'll streamline collaboration between Product Management, Sales, Engineering and Support for a cohesive customer experience. Join Wiz as a TAM to contribute to customer success and to be a part of an innovative and collaborative company that values excellence and growth.

What youâ??ll do

Provide customers with expert guidance on deployment, operational best practices, and assist in establishing a Wiz Center of Excellence. Serve as the primary Wiz liaison for technical questions or escalations, collaborating with Support, Product Management, and other relevant teams. Contribute to workshops aimed at helping customers unlock the full value of the Wiz platform. Develop trusted advisor relationships and establish a regular cadence with customer stakeholders from practitioners to C-level, with a focus on increasing adoption, ensuring retention, and fostering satisfaction. Help customers develop Success Plans, outlining critical goals and key performance indicators, and provide guidance in achieving these objectives. Measure customersâ?? achievement of these key performance indicators and report those both internally and externally. Identify and address technical issues to ensure high levels of customer satisfaction. Collaborate with Engineering and Support teams to resolve technical escalations quickly and efficiently. Advocate for customer needs across various departments (product management, support, ...). Offer insights regarding the availability of new features in Wiz. Program manage account escalations effectively. Collaborate with the Wiz Sales and Renewal teams to secure contract renewals. Assist in identifying opportunities for expanding Wiz usage across the customerâ??s organization. Maintain up-to-date functional and technical knowledge of the Wiz platform. Continuously monitor news related to new & emerging cloud security threats. Grow your knowledge of the Wiz ecosystem (Cloud Service Providers, Technology partners, ...) What youâ??ll bring

3+ years of experience in technical customer facing roles, for example: Technical Account Manager, Professional Services, Solutions Engineering, Technical Support, Customer Success Engineer. Strong understanding of cloud services, architectures, and security best practices, with CSP level certifications (e.g., Certified Solutions Architect, Certified DevOps Engineer) preferred. Familiarity with container technologies (Docker, Kubernetes) and the security considerations associated with them. Strong problem-solving skills, with the ability to troubleshoot complex technical issues and drive resolution. Proven track record of building and maintaining relationships with enterprise clients, driving customer success, and exceeding performance targets. Excellent communication and interpersonal skills, with the ability to effectively engage with stakeholders at all levels of an organization. B.S. in Computer Science, Engineering, or similar field, or equivalent experience.

#LI-DNI

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Contacts

Job listing via [RemoteOK.com](https://www.remoteok.com)

Hiring organization

Wiz, Inc.

Job Location

Remote

Base Salary

\$ 60000 - \$ 105000

Date posted

June 9, 2024

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