**Yrs of Exp:** 6 to 8 yrs

**Shift Timing:** 8 am to 5 pm EST.

**Location**: WFH for now , later Bangalore.

Roles & Responsibility of Account Manager /Customer Success Manager in Computer Solutions East

The Account Manager will have the incredible responsibility of carrying the Company's sales revenue to a higher degree, which in turn is directly related to their effectiveness.

**Your primary responsibilities are related to the following areas:**

Business Development from Existing or New Accounts

* Resolving key client issues and complaints
* Developing a complete understanding of essential account needs
* Anticipating fundamental account changes and improvements
* Managing communications between key clients and internal teams
* Managing account team assigned to each client
* Strategic planning to improve client results
* Negotiating contracts with the client and establishing a timeline of performance
* Establishing and overseeing internal budgets with the Company and external budgets with the client
* Working with design, sales team, creative, advertising, logistics, managers, marketing, and team members from other departments dedicated to the same client account to ensure the highest quality of materials are being produced, and all client needs to be met
* Collaborating with the sales team to maximize profit by up-selling or cross-selling
* Planning and presenting reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training
* Meeting all client needs and deliverables according to proposed timelines
* Analyzing client data to provide customer relationship management
* Expanding relationships and bringing in new clients

Client Retention

* Demonstrating value to the customer
* Create a Customer Persona Detail Document.
* Understanding your key accounts and their needs
* Working with key considerations to set goals and develop strategies to reach them
* Becoming a trusted advisor and resource for key accounts
* Establishing clear and frequent communication with key accounts
* Operating as the lead point of contact for all matters particular to the clients' accounts.
* Taking care of and overseeing customers' account management, including maximization of negotiating contracts and agreements to increase profit
* Develop a trusted advisor relationship with key accounts, customer stakeholders
* Ensure the timely and successful delivery of our solutions according to customer needs and objectives
* Communicate the progress of monthly/quarterly initiatives to internal and external stakeholders

Business Development Planning

* Attend industry functions, such as association events and conferences, and provide feedback and information on market and creative trends
* Present to and consult with mid and senior level management on business trends to develop new services, products, and distribution channels
* Identify opportunities for campaigns, services, and distribution channels that will lead to an increase in sales
* Using knowledge of the market and competitors, identify and develop the Company's unique selling propositions and differentiators
* To proactively seek new business within the product disciplines of the Company, continue to nurture business with existing customers and forge new business with potential clients

Management and Research

* Ensure that data is accurately entered and managed within the Company's CRM (Dynamics 365)
* Track and record activity on accounts and help to close deals to meet these targets
* Research and develop a thorough understanding of the Company's people and capabilities
* Understand the Company's goal and purpose, so that will continual to enhance the Company's performance
* Should be both analytical and personable. They need to build rapport with customers, think strategically about partnership opportunities and solutions, collaborate and communicate with high-level stakeholders and decision-makers and lead a cross-functional team.
* Make sure to communicate clearly with the customer so they understand who their points of contact are and what to expect going forward.
* You need to know the customer inside and out. To do this, you need to research the client company to build out a comprehensive profile.
* Use your data to find ways you can help them and assess opportunities for collaboration and partnership.
* Drill down to the best strategic opportunities and draft an account plan.
* Once you have a strategic plan in place, set a regular communication with your key accounts.
* Continually monitor and measure performance on each account.