

Job Description

Customer Success Executive

About Edmingle:

Edmingle is a leading **SaaS platform** that enables educators, training companies, and learning businesses to build, manage, and scale their online learning operations — all under their own brand.

With **600+ customers across 20+ countries**, Edmingle is trusted by some of the **most renowned and fast-growing EdTech organizations** to deliver impactful, scalable, and data-driven learning experiences.

Our platform empowers teams to launch and manage online academies, automate operations, enhance learner engagement, and measure performance through advanced analytics — all within a single, unified system.

As a **rapidly growing global company**, Edmingle is driven by a strong commitment to innovation, customer success, and excellence in learning technology.

About the Role:

We're looking for a proactive and customer-obsessed individual to join our Customer Success team. As a **Customer Success Executive**, you will be responsible for ensuring our enterprise and high-value customers derive continuous value from our SaaS platform. You will act as the strategic link between our customers and internal teams — helping them adopt the platform, achieve measurable outcomes, and grow their business with us.

Key Responsibilities:

- Build and nurture trusted relationships with assigned customers to ensure long-term retention and satisfaction.
- Act as the **First Point of Contact (FPOC)** for enterprise and key accounts, addressing their needs and challenges effectively.
Lead **customer onboarding, education, and platform adoption** through product walkthroughs, training sessions, and proactive engagement.
- Monitor product usage and identify opportunities for **upsell, cross-sell, and feature adoption** to drive revenue growth.
- Ensure smooth and timely **renewals** by reinforcing product value and ROI.
- Identify at-risk accounts early and take strategic actions to **reduce churn** and enhance account health.

- Collaborate closely with Product, Sales, and Support teams to convey customer feedback and influence product roadmap decisions.
- Track and report key success metrics such as adoption rates, MRR/ARR growth, and customer health scores.

What We're Looking For:

- **Excellent communication skills** – you can translate complex workflows and product capabilities into simple, outcome-driven conversations.
- A **sales-driven mindset** – you recognize opportunities to expand customer relationships while focusing on value creation.
- Strong **problem-solving skills** with a **data-driven** and **empathetic** approach to customer management.
- Passion for technology, SaaS products, and helping customers succeed.

Who Should Apply:

If you're early in your career, love working with customers, and are excited about helping them succeed through technology — this role is for you.

Experience: 0-2 years