Technical Account Manager
Location: Paris

Our client has grown dramatically over the last three decades to become the leading provider of high-performance software solutions for the real estate industry in the world.

JOB DESCRIPTION

Main Duties:
- Being the first contact for your clients who are LIVE with the products.
- Prioritization of queries received from your clients.
- Identification of the cause of queries received.
- Identification and subsequent management of a resolution plan for queries received.
- Resolve issues by yourself or in collaboration with colleagues around the world.
- Discussing custom solution requests with the client and programmers and owning these solutions from specification to sign-off.
- Owning or being involved with the client's training and implementation activities (remotely or on-site).
- Identification of non-support queries and subsequent escalation of these queries to the appropriate area (e.g. to Sales or to the Consulting Team).
- Escalating any issues identified during day-to-day activities to Management.
- Staying the 'linking pin' between the client and all the colleagues working on outstanding issues and managing the workload to make sure there is enough progress on all issues.
- Advising clients of the status of their queries ad hoc, periodic calls, or periodic on-site meetings.
- Updating clients on news, new products, etc.
- Maintaining an 'Account Management Plan' for each of your clients which describes future projects and/or opportunities.
- Pro-actively build a long-term relationship with your clients.

REQUIREMENTS:

Experience/Education

- Ability to work in a fast-paced international environment.
- Persuasive and able to deal with demanding clients.
- Customer-centric with excellent communication skills.
- Excellent problem-solving and analytical skills.
- Logic-thinking individual with some knowledge of IT and affinity with numbers.
- Being able to communicate with clients and colleagues in French and English (verbal as well as in writing)