**Job Description - Company Onboarding Executive (Account Manager)**

**Roles and Responsibilities:**

* Responsible to onboard the customer by understanding the requirements and providing optimum solutions
* Share best practices with the customers
* Provide product training to customers
* Take ownership of customer issues reported and ensuring they are resolved satisfactorily
* Research, diagnose, troubleshoot and identify solutions to resolve customer issues
* Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
* Ensure proper recording and closure of all issues
* Prepare accurate and timely reports
* Document knowledge in the form of knowledge base, tech notes and articles
* Identify process improvements

**Requirements:**

* Fast learner and can pick up new technologies
* Excellent written and verbal communication skills
* Soft skills to interact with customers over the phone or video calls
* Capable of working with cross-functional teams