**Customer Success Manager** - Marketing and Sales Automation Expertise

**Company**: ZINFI Technologies

**Location**: Silicon Valley, San Francisco Bay Area, and India (Kolkata Preferred but not limited to)

**About ZINFI Technologies:**

At ZINFI Technologies, we believe in building strong, sustainable partnerships. Our vision is to be a global leader in channel sales, marketing automation, and partner relationship management. Our mission is to enable enterprises around the world to drive revenue growth through better engagement, coordination, and performance across their partner network.

**Job Overview:**

We are seeking an experienced Customer Success Manager with a deep expertise in marketing and sales automation. The ideal candidate will have a demonstrated history of guiding customers using ZINFI’s industry-leading, highly configurable partner relationship management platform.

**Key Responsibilities:**

1. Serve as the primary relationship owner for high-value customers, ensuring optimal platform adoption and maximum value realization.

2. Capture complex business process automation workflows from customers and convert these into actionable implementation plans.

3. Provide hands-on guidance to customers on Salesforce and HubSpot integration and best practices.

4. Drive customer retention and identify upsell opportunities by understanding their business needs and challenges.

5. Collaborate with our product team, providing feedback to influence platform enhancements.

**Qualifications:**

1. 7-10 years of industry experience, with deep expertise in the marketing and sales automation domain.

2. Certification and hands-on experience with Salesforce and HubSpot.

3. Perfect English communication skills, both written and verbal.

4. Proven ability to capture, understand, and articulate complex business processes.

**Career Growth Opportunities:**

High performing individuals in this role will have the potential to transition into product management roles, influencing the future direction of ZINFI's offerings and driving greater customer success.

**Key Job Performance Indicators:**

1. Customer Retention Rate

2. Customer Satisfaction Score (CSAT)

3. Net Promoter Score (NPS)

4. Time to Value (TtV) for customer implementations

5. Upsell/Cross-sell Revenue Generation

If you are passionate about ensuring customer success and are looking to be a part of a dynamic, forward-thinking team, apply now to join ZINFI Technologies in Silicon Valley.