

Account Manager

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Company: Newgen Software

Location: noida

Category: other-general

Job Title- Engagement Manager/Account Manager
Nature of work
Responsible for managing and mining named customer accounts and represent Newgen, with a comprehensive understanding of our offerings. EM works closely with Sales, CoEs, Delivery, Product, Cloud and Compliance teams to meet the business goals and targets. Acts as a POC between the Customer and Newgen for account management along with delivery manager who act as POC for delivery. Business Development
Account revenue growth YOY by upselling/cross-selling new licenses and solutions. Understand the existing implementation and how the customers/ users relate to our products. Research customers need and priorities to identify how and what Newgen products and solutions could meet their requirements and position Newgen's Product and solutions to the customers accordingly. Identify key business & technology trends in the industry/geography and position solutions accordingly. Design and implement a strategic account/ business plan that expands the organization's user base and ensure its strong presence. Conduct POC /workshops/ consultancy exercises regularly to identify new opportunities and win them. Customer Relation
Meet with customers and grow long-lasting relationships by understanding their new needs/requirements and addressing any delivery and support level challenges. Build a relationship with Key Decision Makers
Nurture client relationships and champions for Newgen within customer organizations. Maintain relationship at customer VP Director and Manager levels. Introduce and help establish connection between customer C and VP level to you CRM head of the geography. Qualification and Experience
MBA or Engineering from a premier institute. Exp in Delivery, BSA, Client Engagement or Presales or Account management or sales. Having

US B1 Visa valid until 2027 Having minimum 5 years of account management and business development in US healthcare payer industry. Working in India US overall time zone Skill Set Required Skills: Account managers need strong sales skills to identify and pursue new business opportunities, negotiate contracts, and close deals. This includes understanding the sales process, objection handling, and persuasive communication. Skills: Excellent verbal and written communication skills are essential for building rapport with clients, understanding their requirements, and conveying technical information in a clear and understandable manner. Thinking Skills: Account managers often encounter challenges or obstacles in the sales process. The ability to analyse problems, think critically, and develop creative solutions is invaluable. Skills: Successful account managers are adept at negotiating terms, pricing, and contracts to achieve mutually beneficial agreements for both the company and the client. Knowledge: Understanding the IT industry, including market trends, competitors, and emerging technologies, helps account managers stay informed and provide valuable insights to clients. Reports to Geo Vertical CRM Head

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