

Client Account Manager(US Market)

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Company: DigiLantern

Location: Noida

Category: other-general

About us:DigiLantern is a Technology company specializing in Application development, AI, and SalesForce Solutions. We provide Digital transformation solutions to our mid-size and enterprise clients. We cater to clients across different industries in North America and are expanding our team with a focus on the US markets.For more information visit us at:<https://www.digilantern.com/About> Role:We are looking for an experienced Client Relationship manager (US Market)who has exposure to working with US clients in an IT services Company.The Client Manager will oversee pre- and post-sales processes to ensure customer satisfaction and retention and will also collaborate with internal teams to develop value-added solutions, resolve issues, and extend services.The incumbent must have experience working for an IT services company in the US market.If you are passionate about enhancing customer experience and dedicated to fostering a positive customer experience, have an empathetic attitude, willing to put yourself in our customer's shoes, and are enthusiastic about solving their issues for the best possible experience, you're the perfect match for us.Location: NoidaExperience Required : 5 to 7 yearsMode : On-siteWorkdays : 5Opportunity Type : Full TimeRoles and Responsibilities:Actively establish and maintain positive relationships with existing clients by providing exceptional customer service, listening to their needs, and addressing their concerns.Manage client accounts and act as the key point of contact for the company.Conduct in-depth market research and analysis to understand the client's needs, preferences, and trends in the industry.Collaborate across departments such as sales, marketing, and delivery to ensure that the client's needs are being met.Generate new business and revenue opportunities through cross-selling and

upselling. Identify client demands and develop strategies to meet them. Find key personnel in client companies to establish profitable relationships. Approach potential customers to cultivate harmonious relationships. Support high-quality sales, supply, and customer service operations. Required skills and qualifications At least 5 years of experience in project management, client communication, sales, account management, or a related field. Excellent analytical skills and ability to analyze data and market trends to identify business opportunities and make informed decisions. Ability to build and maintain amicable relationships with clients, demonstrate empathy, and manage conflicts effectively. Possess a sense of customer service and are a team-oriented individual. Bachelor's degree in business, finance, marketing, or related fields. Proven experience in customer-facing roles like customer service or sales. Familiarity with customer relationship management (CRM) software. Strong interpersonal, problem-solving, and negotiation skills. Excellent communication skills, both written and verbal. Strong organizational and planning skills. Willingness to travel to client meetings and conferences when required. Thanks & Regards Pankhuri Agarwal Assistant Manager- HR pankhuri.agarwal@digilanter.in 9821486056 www.digilanter.com

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