

Customer Development Analyst

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Company: Cint

Location: india

Category: other-general

The Opportunity The Customer Success Representative will be working with a technology leader in the market research specialising in online and digital methodologies. The company's industry leading SaaS platform enables businesses to quickly and effectively access audiences and data for online market research and insights. Candidates with high initiative and a hands-on/can-do approach to business will thrive in this environment and will be met daily with new opportunities to facilitate the company's growth. Enthusiastic team players will quickly be able to make their mark in our demanding but stimulating environment where creativity, initiative and superior results are rewarded. Training During the initial 6 to 12 months of your employment, you will undertake training sessions that will familiarize you with our products and equip you with the necessary skills to excel in your position. The training program covers various aspects of the job such as conducting research for quoting purposes, managing projects/accounts, and developing proactive measures to enhance your performance. Additionally, you will receive guidance on building new relationships with clients, maintaining existing ones, and upselling our products when appropriate. Who We Are Cint is a global software leader in technology-enabled insights. The Cint platform automates the insights gathering process so that companies can gain access to insights faster with unparalleled scale. Cint has the one of the world's largest consumer networks for digital survey-based research, made up of over 160 million engaged respondents across more than 130 countries. Over 3,200 insights-driven companies use Cint to accelerate how they gather consumer insights and supercharge business growth. In June 2021, Cint acquired Berlin-based GapFish – the world's largest ISO certified online panel community

in the DACH region – and in January 2022, completed the acquisition of US-based Lucid – a programmatic research technology platform that provides access to first-party survey data in over 110 countries. Cint Group AB (publ), listed on Nasdaq Stockholm, this growth has made Cint a strong global platform with teams across its many global offices, including Stockholm, London, New York, New Orleans, Singapore, Tokyo and Sydney.

(www.cint.com) Job Description What You Will Do Conduct research to quote projects market research projects, ensuring they are delivered successfully and on time Proactively identify potential problems early and supporting the customer to overcome issues Be a trusted advisor to the customer and build lasting relationships Perform consistently and successfully as measured by our operational and customer satisfaction metrics Respond to customer support requests Qualifications What We Are Looking For Proven ability to juggle multiple accounts and projects simultaneously with the help of a Customer Success Director Ability to work independently and be self-motivated with effective time management Strong team orientation and a warm personality to contribute to a dynamic group Proactive customer focus to build lasting relationships with colleagues and clients Capacity to multitask and absorb diverse information concurrently. Highest quality and ability in written and oral communications in English Excellent analytical skills, process orientated, and strong attention to detail Expert efficiency in Microsoft Outlook, Excel, Word and PowerPoint Bonus Points If You Have Experience in online market research and/or knowledge of programmatic sampling

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