

CUSTOMER SUCCESS ASSOCIATE

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Company: Ylytic Technologies Private Limited

Location: Pune

Category: office-and-administrative-support

Join Ylytic as a Customer Success Associate, joining a dynamic team to drive customer retention, expansion, and overall satisfaction.

Tasks

Responsibilities:

As a Customer Success Associate, you will play a crucial role in ensuring our customer's satisfaction and success with our products. You will be responsible for:

Converting the inbound leads by following the onboarding process and assisting them with the initial usage of our products.

Identifying and solving product issues

Building and maintaining solid relationships with existing customers, understanding their needs and goals.

Developing a deep understanding of our products and effectively communicating their features and benefits to customers.

Initiate regular check-ins with customers to assess their satisfaction, address concerns, and identify opportunities for upselling or cross-selling.

Handle customer inquiries, concerns, and complaints promptly and effectively, working closely with other teams as needed to ensure quick resolution.

Requirements

Qualifications:

Bachelor's degree in business, marketing, or a related field

Strong communication and interpersonal skills.

Excellent problem-solving abilities.

Customer-centric mindset.

Ability to work independently and in a team.

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