

Customer Success Manager

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Company: nOps.io

Location: india

Category: other-general

nOps cloud optimization platform makes it easy to allocate and manage your AWS usage, commitments, and spending. Our platform intelligently manages all your compute automatically so you get maximum scalability and stability at the best price. Job Details As a Customer Success Manager, you will be responsible for managing and nurturing relationships with mid-market and enterprise customers. Your primary focus will be on achieving Monthly Recurring Revenue (MRR) and Annual Recurring Revenue (ARR) targets through account expansion. This role requires a blend of technical expertise, customer engagement, and a proven track record of meeting and exceeding upsell/cross-sell targets. Responsibilities Account Expansion: Develop and execute strategies to expand accounts by identifying upsell opportunities within strategic customer accounts. Cross-functional Collaboration: Collaborate with marketing, sales, and sales engineering teams to engage accounts, build pipeline, and ensure successful product implementation for customers. Customer Relationship Management: Own the end-to-end customer relationship, ensuring customer satisfaction, and serving as the main point of contact for any post-sales activities. Sales Target Achievement: Drive towards and exceed sales targets, contributing to the overall growth and success of the company. Technical Expertise: Leverage your Certified AWS DevOps Engineer status to provide technical guidance and support to customers, particularly in selling Kubernetes (K8s) and complex infrastructure solutions to DevOps teams. Market Knowledge: Stay abreast of developments in the Data, AI, and cloud engineering space, ensuring that you have a strong understanding of industry trends and can position our solutions effectively. Qualifications Experience: You have at least 5+ years of

experience in customer-facing roles managing mid-market and enterprise customers in cloud native SaaS organizations. Drive: You are motivated, results-oriented, and have a demonstrated drive for success. Your ability to take initiative and work independently is a key asset. Technical Certification: Holding a Certified AWS DevOps Engineer status, you possess a deep understanding of cloud technologies, Kubernetes, and complex infrastructure. Sales Achievement: You have a proven track record of meeting and exceeding upsell targets in previous roles. Industry Knowledge: You have a strong knowledge of the Data, AI, and cloud engineering space, allowing you to engage with customers effectively. Your day-to-day activities will include planning and executing upsell opportunities in strategic accounts, collaborating cross-functionally to engage accounts and build pipeline, and working closely with sales engineering to ensure successful product implementation for customers.

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