Prelert Job Description

Customer Success Manager (CSM)

A Prelert CSM plays a critical role in ensuring overall revenue retention and growth within Prelert's strategic accounts. Working as the primary technical liaison between existing customers and Prelert, you will be responsible for overall customer success, satisfaction, and strategic growth. Not only will you assist customers to deploy Prelert in their production environments, but you will also look for opportunities to broaden product usage as the customer's needs grow and expand. This position also requires you to execute periodic "customer check-ups" to ensure best practices, as well as helping document the gaps between changing customer needs/desires and current product functionality.

Responsibilities:
• Actively schedule, manage, and execute the successful deployment of our products in the customer's production environments via on-site and/or remote work.
• Train customer on product usage and best practices.
• Regularly review product implementations to ensure it is meeting the customer's needs.
• Assure complete customer satisfaction throughout their "term of service" with Prelert.
• Establish and maintain strong relationships with our customer's technical staff as the primary technical liaison.
• Hunt for expansion usage/up-sell opportunities.
• Be a resource of field feedback of practical customer usage and document desired customer enhancements for the the Prelert Product and Engineering teams.
• Regular travel required (40-60%)

Requirements:
• 5+ years experience in Sales Engineering, Consulting/Professional Services, or Technical Support in the areas of Log Management, Application Support, Security Monitoring, or Big Data
• Ideal candidate has operationalized Splunk in a production environment
• Technical University Degree (BS, MS, etc.) or similar credentials
• Strong organization and project management skills
• Consistent track record of success in consultative sales environments
• Highly motivated and professional, with excellent communication and interpersonal skills
• Experience and familiarity with IT management, security or big data products
• Experience with SPLUNK is desirable
• Domain expertise with IT Operations, Application Management and/or security/compliance is desirable
• Startup experience a huge plus
• Self-starter able to work independently but also a contributing member of a team