



Title	Customer Success Manager
Context	Young high-tech, high-growth startup, seeking talent for critical roles to compete in the global market of pervasive wireless networking.
Location	Milan
Duration	6 months (with opportunity for employment at the end of internship)

Founded in 2010, the Milan-based startup Tanaza (www.tanaza.com) developed and brought to market the first and only multi-vendor software for cloud management of WiFi Access Points and social hotspots. Since then our customer base and team have been growing at a rapid rate.

This is an exciting opportunity to work for a young and energetic start-up company with global customers.

JOB SUMMARY

This is a mission critical, cross-function role. The Customer Success Manager is responsible for driving adoption, understanding customers and being their champion inside the company in order to make them successful.

The candidate will be in charge of the following tasks:

- Support customers that require help in the usage of Tanaza Software as a Service, through state-of-the-art CRM and Customer Support platforms;
- Manage the knowledge base and act as community manager;
- Pro-actively track the health of accounts, both in the adoption and in the expansion phases;
- Assess ideas about how to improve the product, in collaboration with R&D.

SKILLS & OTHER REQUIREMENTS

- Strong communications and writing skills in English (basic level of English is not enough);
- Deep technical knowledge of networks and IT products;
- Certifications and Degrees in Computer Science, Networking and Engineering are a plus;
- Being able to create relationships with customers and use leadership to guide them;
- Being self motivated and curious;
- Problem solver approach with the sales team, the product team and the marketing team;
- Passion for technology;
- Wish to pro-actively learn and grow;
- Ability to take increasing levels of responsibility.