



We are seeking an enthusiastic and charismatic Customer Success Manager skilled in developing customer relationships that promote retention and loyalty. As a member of our Account Management Team, you will work closely with customers to ensure they are satisfied with the 3CLogic services, serve as the customer advocate to ensure they are using the 3CLogic platform successfully and contribute to overall growth of accounts. Reports to Customer Success Director.

Job Responsibilities

- Perform regular check-in meetings with customers, track engagements in Salesforce and prepare reports for management.
- Support governance meetings and training for customers, both online and face-to-face if necessary.
- Proactively work with support team to prevent account escalations and respond to any alerts as needed.
- Track and manage customer renewals cycles.
- Communicate and manage upsell opportunities, coordinating with Marketing on strategy and deliverables for campaigns.
- Convert relationships and value into real advocacy, via any of the following methods: internal surveys, external reviews, a case study, or referral.

Qualifications/Requirements:

- Must be passionate about engaging with customers and developing strong relationships throughout customer lifecycle.
- Must be effective team member to work with our highly energized onboarding team and cross-functional support team.
- A competitive spirit to win every customer engagement for success and growth of customers.
- A solid understanding of networking, basic IT and computer technologies is a must.
- Salesforce and Jira experience is highly desirable.
- You will be on the front lines of customer communication in a highly technical industry. High profile enterprise accounts – account manager interfaces with their counterparts in fortune 500. Previous experience with high profile enterprise accounts preferred.
- Excellent verbal and written communication ability, including technical presentation skills (MS Office, Zoom).
- Willingness to travel, interact and work directly with customers.
- Spanish language skills a plus.

Work Allocation:

1. Regular check-in meetings with customers to gauge customer satisfaction. — 25%
2. Working with support team for issues reported by customers and manage customer escalations. — 20%
3. Working with the On-Boarding and support team during customer upgrades to ensure customers being on the latest and greatest product release. —15%
4. Working with customers to anticipate any changes in operations or personnel related to 3CLogic products and services deployed within the customer environment. —10%
5. Driving reviews and references as virtue of customer satisfaction. — 10%
6. Liaison with members of sales, onboarding and deep support teams. — 10%
7. Improve the adoption of the platform; trainings and webinars to encourage customers to leverage 3CLogic platform more fully. — 10%

Work Location: Rockville, Maryland

3CLogic, Inc. is an Equal Opportunity/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.