

Job Description



Job Title: Customer Success Manager

Location: New York, Atlanta

Overview

Mobilewalla is a global, fast-growing consumer data and technology company, headquartered in Atlanta, GA. Mobilewalla is looking for a Customer Success Manager to help drive client adoption of Mobilewalla's product suite through technical and platform expertise as well as commercial acumen. This role will be a trusted advisor to our customer.

The Customer Success Manager is charged with helping clients maximize the value of their Mobilewalla data and solutions by conducting workshops and strategy sessions, having use case discussions, collaborating on product solutioning and enhancements, and ultimately guiding customers through their implementation and developing best practices. This role will be responsible for renewals, revenue expansion, retention and ensuring customer success. In addition to owning and driving the implementation, the Customer Success Manager is also be responsible for assisting the sales team with new business presentations, to help drive the growth of the Mobilewalla business.

Key Responsibilities

- Serve as a technical subject-matter expert on Mobilewalla solutions
- Monitor account health for your customers
- Own commercial negotiations and process for renewals and expansion of the customer base
- Assist with expansion opportunities where applicable
- Own the new logo sales and commercials process with select prospects
- Build and share best practices that help set clients up for success
- Train clients on new product releases or new use cases
- Drive resolution of technical issues through cross-functional interactions
- Handle the inbound queue of requests to ensure all customers are promptly and effectively served
- Lead discovery conversations with client to ensure that customer expectations are properly managed and that the customer receives maximum value from the engagement

Experience and Qualifications

- 5+ years of relevant industry experience (account management and expansion sales experience a plus)

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- Previous experience in sales, renewals or customer success with AdTech related products, Data Science, AI or machine learning is a plus
- Ability to strategize, work on a renewal plan and execute flawlessly with customer adoption and realizing value with Mobilewalla solutions
- Experience with SaaS solution implementations
- Comfortable engaging with C-level, mid-management as well as technical audiences
- Proficiency with troubleshooting audiences in DSP's, DMP's and log files
- Basic understanding of programming language preferred
- Demonstrated ability to self-motivate, work in teams, and be flexible within a fast-paced and changing environment
- Technical Account Managers and former Client Success Managers in the AdTech/MarTech space are ideal for the role
- BA/BS degree required

Company Overview

Mobilewalla is a global leader in consumer intelligence solutions, leveraging the industry's most robust consumer data set and deep artificial intelligence expertise to better understand what drives the customer journey. Our proprietary solutions provide businesses with rich insights into consumer behavior helping them to more effectively attract and retain their most desired customers. We are a high growth stage company committed to driving innovation and being a market leader. Mobilewalla is also committed to attracting, retaining, and cultivating the next generation of technology talent. We are a truly global company with a diverse group of employees and a culture of collaboration and mutual respect. Mobilewalla was recently listed as #15 on Comparably's top 50 list of Best Company Culture for Small/Mid-Size companies.