

Senior Account Manager (M/F)

NRW / GERMANY

We are looking for an experienced Account Manager with both short-term focus and long-term vision to nurture and expand our continuously growing base of mostly industrial target customers.

YOUR TASKS

- Ensure customer retention and customer satisfaction.
- Proactively consult, support and lead customers to expand their use of both existing and new solutions.
- Negotiate deals, contracts and SLA management.
- Be the first point of contact for the designated customer base, across all roles and personas in their organisation
- Conduct face to face and/or WebEx customer engagements and education sessions.
- Understand business context in order to plan strategically and deliver customer value.
- Be the “ears on the ground” to feed back client needs for Product Management

YOUR PROFILE

- Minimum of 5 years' account management / customer success experience.
- Experience within a fast paced, dynamic and entrepreneurial company.
- IT or SaaS or similar background with great general knowledge of IT eco-systems in a B2B environment.
- Proven sales success, revenue retention and revenue growth.
- Proven experience in project management and time management.
- Great listening and problem solving skills.
- Adaptable communication skills and style depending on differing customer audiences.
- Required language skills: German on native speaker level, fluent English verbally and written
- Ability to empathize and engage at C-Level with ease.
- relationship savvy and an excellent communicator

About us

Humai Technologies (www.humai.tech) was founded in 1998 as a spin-off from the Vienna University of Technology and the Berndorf Industry Group, with the mission to build first-class Visual Computing, Virtual Reality [VR], and Augmented Reality [AR] based solutions. Humai is a provider of enterprise scale mobile & IoT visual computing/recognition solutions, as well as the creator of the MagicLens, the 21st century AR & VR solution for sales and tradeshow.

STILL NOT CONVINCED? WHY SHOULD YOU APPLY?

Live in a great town (Vienna), work for a great company (Humai) with a great climate (friendly, flexible working hours) and great premises (fully equipped kitchen, canteen, nearby mall), work in a great team (friendly, stick together, share, wide range of skills and expertise) on great projects (new technologies, progressive, multi-disciplinary, great customers), plenty of possibilities to grow and define yourself for the future!

HOW TO APPLY?

If you are interested to meet us and discuss any opportunities, please send your application to jobs@humai.tech. Please include at least a concise CV (max. 2 pages) as well as any information that you find convincing about your ability to perform in the described position.

Reference for this position:
Philipp Descovich, CEO