



Customer Success Specialist JD

Roles & Responsibilities:

- Own overall relationship with assigned clients, which includes managing on-boarding, implementation, training, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Establish a trusted and strategic advisor relationship to help drive continued value of our products and services
- Maintain and develop customer success strategies and best practices, as well as customer support content, with the help of the creative team
- Communicate effectively with both internal and external senior-level management to understand customer needs, maximize retention and growth, and communicate learnings
- Maintain existing customer success metrics and data as directed

Expectations:

- Having a Experience of 2 to 5 years
- Strong verbal and written communication, strategic planning, and project management skills
- Analytical and process-oriented mindset
- Comfortable working across multiple departments
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Ready to work in rotational shifts

Benefits:

1. Flexible in Office timings
2. Wellness Coverage
3. Work Life Balance