

Customer Success Manager (m/f)

Derdack is an innovation leader helping global enterprises to quickly and efficiently manage incidents in datacenters, production facilities and protect their critical infrastructure. We are where our customers are with our global HQ in Potsdam (Berlin), Germany and our NA HQ in Richmond, Virginia. We develop software and cloud services. Our brand-new cloud solution SIGNAL4 combines intelligent alerting, IoT, Smart Manufacturing, Mobile Apps, Machine-learning and scalable SaaS services into a unique future proof solution.



What it feels like

When you are not busy talking to our existing customers like Boeing, Frost Bank, Indiana University, Advance Auto Parts or Canadian Pacific you are probably talking to some of the technical support guys about opportunities or issues that your customers are facing. Meeting your customers face to face at our annual User Group Meeting gives you the personal aspect that you love in building long lasting relationships. You love being part of this global team that feels like a family and that covers your back to ensure that your customers stay on board and grow their installations or subscriptions with us.

What you will do

- You build strong and long lasting relationships with our existing customer base in North America
- You conduct regular customer assessments to ensure we anticipate future use cases and identify issues early
- You grow our existing customers by identifying upsell potential and rolling our solutions out to other departments or subsidiaries
- You are the link between our customers and our technical and R&D teams and collect and report feature requests back to our HQ
- You are responsible for monitoring support cases to ensure customer satisfaction within defined SLAs
- You help host our Customer Community groups (on Yammer and regular on-site meetings)

What you need to have

- Bachelor or Masters degree in business or computer science
- Native English speaker and very good communication skills (verbal and in writing)
- Experience in selling B2B software
- Highly motivated, pro-active and communicative
- A strong technical affinity particularly when it comes to mobile devices, cloud, SaaS and digital tools
- A structured and independent approach to selling
- Experience in working with CRM systems, Presentation tools and software, Excel and other office tools

What you can expect

- A welcoming, supportive and very friendly family-style team
- Flexible working hours
- Coordination of your own schedule
- Full benefits after 6 months
- 20 days of PTO
- Regular team pow-wow and trips to our HQs
- Full coverage of travel expenses (no low budget airlines or hotels)
- Great family style working atmosphere
- Owner led company that recognizes your input and ideas

Overview

- Starting Date: Nov/Dec 2019
- Full Time (40 hours a week)
- Working hours: flexible
- Location: Glen Allen, VA and telework
- Salary: Partially fixed with bonus system based on KPIs

More information about Derdack

www.derdack.com

www.signal4.com

Interested?

Send us your application with all supporting information to Mr. Rolf Stryck at jobs@derdack.com

Please, provide any additional qualifications and salary expectations.

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