



Job Title: Client Success Manager

About the Company

VMock aims to empower students and professionals along the various phases of their career journey leveraging the power of artificial intelligence. The VMock platform delivers personalized career guidance to job seekers across the world. Over 200+ leading business schools and universities' students & alumni and their career centres use our products to accelerate their career goals.

Our team consists of some of the best engineers, data scientists, and product owners who not only have an exceptional background but also a shared passion for helping others in their careers. We pride ourselves in innovation and our team members have a die-hard passion for solving complex problems while maintaining a collaborative team environment that is focused on the growth of every team member. Our fast-paced culture is a great fit for anyone looking to make a mark through their work to create impact globally while working with high caliber team members.

VMock is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunities regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.

We have offices in Gurugram and Chicago.

Job Brief

We are looking for a success driven Manager who will focus on establishing and maintaining positive client relationships from an operational and strategic perspective. The incumbent will utilize client relationship management skills to maintain and renew existing contracts, as well as to obtain additional revenue within the assigned account workload. Take ownership of customer's operational needs and steward throughout the organization as required.

What will you Do?

- Own post-sales account management and communication for key accounts across the globe
- Liaise with University and/or Non-University partners to build strong partnership, gather/understand their requirements and own all aspects of client satisfaction, with a focus on ensuring product success
- Work closely with product teams and business disciplines as a bridge and drive the customization of VMock's offerings as per client requirements
- Forecast and track key account metrics (NPS, CSAT, CES, Growth, Account Health, etc.) to derive insights and build a "success plan" with appropriately identified objectives, milestones and metrics needed to achieve them
- Give product demos, explain value proposition, and manage client expectations
- Develop technical domain expertise and formulate strategies to drive user engagement
- Play a key role in Revenue and Retention by managing the assigned accounts and Revenue Generation by identifying cross sell/up sell opportunities and closing deals



- Continuously seek opportunities to increase customer satisfaction and deepen client relationships, revenue, profitability, and loyalty. Drive product adoption and ensure product success
- Responsible for data analysis, proper maintenance of records and preparing key reports and presentations for client deliverables and senior management
- Stakeholder and Client management, with a focus on relationship building. Provide on-going support for advanced or escalated questions/issues/problems

What you should have?

- Master's degree from a top tier institute/university
- 3-5 years' experience in supporting or managing clients. Preferably clients utilizing business software, particularly in a web-based, SaaS environment
- Demonstrated ability to thrive in a fast-paced environment while maintaining a calm demeanor under pressure or when unexpected issues arise
- Strong interest in learning and crafting technology products and solutions
- Prior experience in geographies like US or Europe preferred
- Excellent communication and presentation skills to formulate & articulate technical, financial and value points
- Strong technical skills and capabilities to understand business applications, analytics, and platform technologies
- Candidates having a bent of technology with sales mindset preferred
- Ability to independently develop expertise in new emerging technologies
- Data-driven with exceptional analytical and problem solving skills
- Willing to work in full capacity in evening shift (1pm-10pm) and should be flexible with timings as per business requirements