

# chancego!

Region: Lausanne

**Looking for the next step in your career?** Our customer is an industry leader in the IT-industry with offices in over 50 countries and more than 30 000 employees. You will work with some of the leading world brands and companies. You'll be part of a team who's passionate about making a difference to the way technology shapes how we live and work – whether it's protecting the rhino, connecting the G20 Summit, or revolutionizing cycling, giving you the opportunity to do great things. You'll be joining a Global Top Employer, recognized for investing in talent. For this client, we are looking for a

## Senior Client Success Manager (French part of Switzerland)

### Your responsibilities:

- Accountable for the regional services target achievement of in-contract revenue and gross profit in the nominated accounts.
- Execute tactical and measurable account strategies through an optimized renewal process to maximize growth
- Drive activities to demonstrate how to adopt new features/services. Drive increased utilization of the company's capabilities in line with the client's business outcomes requirements
- Work closely with the assigned Client Manager and Service Delivery Managers to ensure consistent and effective client engagements, leveraging resources as required
- Constantly remain abreast of new service offerings and wider service portfolio as well as the one affecting key clients (and intervening in the client engagement activities as required)
- Drive regular training programs to ensure expertise is displayed on the service offerings portfolio across the region to other representatives
- Arrange continuous governance meetings with clients to review performance, client satisfaction and manage feedback.

### Your personality:

- General Qualification in Business Management/IT (Degree or Certifications)
- BA/BS degree (Business or Engineering)
- Deep understanding of the services business and commercial services offering in the IT industry
- At least 5 years' experience in services operations and 5 years' experience within a services solutions / sales environment
- Proven sales and client engagement experience with deep commercial as well as contractual negotiation skills
- Proven ability to work with data and reports to identify new revenue opportunities and/or challenges
- Demonstrated business development experience with understanding of relevant markets and market penetration strategies
- Experience in presales and upselling activities
- Deep understanding of service business and commercial service offering within SaaS, Cloud solutions, Security and/or IT Networking and ITIL practices
- Knowledge of solutions capabilities and how the solution is designed to be integrated into the client environment
- Interpersonal skills with the ability to develop and maintain solid stakeholder relationships
- Sound client engagement skills and the ability to recognize opportunities for future business within an account
- Strong technical problem-solving capabilities, and ability to use or recommend technical tools for problem resolution
- Demonstrated leadership skills, driving standards of performance and values
- Strategic thinking ability coupled with strong execution skills

Join the growing global team of our customer and send us your application to the address below.