

## Cloud Solution Snr Manager

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Company: Oracle

Location: Argentina

Category: arts-design-entertainment-sports-and-media

### **Customer Experience Manager - Argentina**

The Customer Experience Manager (CXM) position focuses on proactive customer engagement with Oracle Cloud Infrastructure (OCI). The responsibilities require the candidate to own and build relationships with C-level customers and have a solid understanding of the Oracle Cloud solutions to ensure customer's success on various service and product-related offerings. The CXM achieves this success by providing optimal customer experience meanwhile consuming Oracle cloud solutions, thus impacting their business with use of OCI technologies.

In this role, you will be the country/regional leader of a talented team responsible for the partnership with a set of designated customers throughout their cloud journey. You will be the Leader of Leaders in the frontline of strategic customers, who will need you to advocate and articulate their demands inside Oracle and its associated partners. At this role you will own C-level relationship with customers on different stages of their Oracle Cloud journey. You'll be measured on driving operational performance goals and will be responsible for achieving quarterly targets in terms of renewal rates to maximize revenue and minimize cancellations. You will build and transform large teams, improve internal processes and systems to achieve operational performance that meets or exceeds goals. You will participate in strategic and tactical planning for the division. Your team will own resolution of client issues acting independently and coordinating extending teams globally on behalf of your customers.

### **Additional Responsibilities:**

Manages the accountability for both cloud services and customers.

Develop and maintain relationships with senior leadership across lines of business and third parties.

Plan and deploy account governance activities to optimize Oracle and customer resources assigned to their cloud journey.

Advise the account on effective and efficient way to use Oracle support services and products, tools, systems, interfaces, and procedures.

Assure and improve the quality of the service and maintain accurate account information.

Communicate opportunities for customers to engage with Oracle such as technical events and business seminars.

### **Qualifications**

12+ years of Customer Success and/or Services experience within Enterprise customers.

5+ years leading directly large organizations, preferably with P&L ownership.

Fluent Portuguese and English; Spanish desirable.

Experience within a Service Delivery and cloud architecture is desired.

Executive Sponsorship & Collaboration. Experience on executive positions leading large organizations.

A fully proficient practitioner who can communicate at all levels within the account and create opportunities for the client to grow and improve their Oracle products and services.

Proven ability to be customer-focused and develop acumen to cultivate and develop lasting customer relations.

Must be a Self-Starter who can demonstrate the ability to work autonomously and independently.

Previous experience with Oracle Solutions is preferred.

Career Level - M3

Responsible for managing resources that work with customers, sales, engineering, and product teams to design and implement cloud solutions for customers. Establishes business objectives, metrics and plans to ensure attainment. Provides leadership on technical cloud solutions and customer success. Identifies gaps and enhancements to influence engineering roadmaps for customer driven features. May deliver presentation demonstrations to high level customers and at conferences and events. Maintains expertise by staying current on emerging technologies. Manages the implementation of solutions and ensures successful deployments by providing direction on code development and scripting. Oversees the support of customers from Proof of Concept (POC) through production deployment of services, management of resource configuration, planning, and customer education/training. Acts as spokesperson for Oracle cloud and an escalation path for relationships.

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