

Customer Success Manager

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Company: AttackIQ

Location: Argentina

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

Company Description AttackIQ is the leading provider of breach and attack simulation products for cyber security control validation. Our products provide visibility into security program's performance with clear data-driven analysis and mitigation guidance. We offer products for enterprises of all sizes, including Enterprise, Ready!, and Flex. Our products are designed to fit the unique needs of each organization to ensure complete security control validation.

Role Description This is a full-time remote role for a Customer Success Manager. The Customer Success Manager will be responsible for managing customer accounts, building and maintaining strong customer relationships, and ensuring customer adoption, retention, and expansion. The Customer Success Manager will also be responsible for analyzing customer data to provide insights to customers and creating strategies to improve customer satisfaction. You will be the primary point of contact for a portfolio of AttackIQ customers and responsible for connecting them and their needs to the various other teams within AttackIQ as needed. You will work as a team with one or more Customer Success Engineers and in coordination with our sales teams to ensure our customers receive the full value of their purchase in terms of technology and methodology. This role will report to the Head of Global Customer Success and will be remote with targeted strategic customer visits.

Essential Duties and Responsibilities Establish yourself as a trusted advisor to our customers. This includes building relationships with key customer stakeholders (e.g. CEO/CTOs, CSOs, CISOs, and cybersecurity engineers). Excellent written and verbal communication skills Proactive and disciplined. Able to work independently and remotely collaborate with peers Partner with the rest of the AttackIQ team, including Sales, Support,

and Engineering, to ensure accounts are grown throughout the customer journey leading to renewals. Work closely with our Customer Success Engineering team to maintain a portfolio of accounts. Interact directly with customers to be sure they are getting full product value, executing a strategy appropriate for their use case, and advocating for them in the product development cycle. Effectively leverage product telemetry data to interact and drive customer value

Required Experience and Skills Have at least 3 years of experience in customer success, account management, or professional services, with management/leadership experience. Prior experience working in a SaaS / Cloud environments Experience managing enterprise (Fortune 500) customers Technically savvy: ability to understand and convey technical concepts to a business audience Cybersecurity experience and/or cybersecurity certification or degree a big plus Exceptional written, oral, presentation, and interpersonal skills. Detail oriented Experience with customer success tools: Gainsight, Totango, ChurnZero, etc., a big plus Note to all recruitment agencies AttackIQ does not accept agency resumes without a signed agreement. Please do not forward resumes to our jobs alias, our employees, or any other company location. AttackIQ is not responsible for any fees related to unsolicited resumes and will not pay fees to any third-party agency or company that does not have a signed agreement with us. At AttackIQ we value diversity and are proud to be an equal opportunity employer. Powered by JazzHR

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2. Customer Success Manager jobs ↗

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