



## **Role : Customer Success Manager**

We are looking for a Customer Success / Account Manager to oversee the relationship of the company, help build confidence & trust with its most important clients.

### **Responsibilities:**

- ❖ Be the primary point of contact for our most-important merchants. Build, monitor and communicate our KPIs to our clients
- ❖ Develop trust relationships with a portfolio of major clients to maintain high standards of client service
- ❖ Provide strategic analysis and critical thinking to arrive at creative growth strategies
- ❖ Acquire a thorough understanding of key customer needs and requirements, expand the relationships by continuously proposing solutions that meet their objectives
- ❖ Maximize revenue potential for the organization through the client partnership. Grow the services and offerings that the organization provides to the client
- ❖ Manage all financial matters regarding the account, including deliverables within budgets and revenue targets. Ensure all matters related to collections are conducted in a timely manner.
- ❖ Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
- ❖ An analytical and logical ability to customize customer workflows based on internal processes, conduct in-depth analysis of the most productive ways our customers can utilize Froogal's solution, including identifying upselling and cross-selling opportunities
- ❖ Utilize the strong analytical ability to evaluate end-to-end customer experience across multiple channels and customer touchpoints
- ❖ Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- ❖ Build case studies that can be used both with the client and within the organization to demonstrate the effects of loyalty and working with the organization.
- ❖ Promote high-quality sales, supply and customer service processes
- ❖ Ensure the correct products and services are delivered to customers in a timely manner
- ❖ Aim to preserve customers and renew contracts
- ❖ Identify key staff in client companies to cultivate profitable relationships



- ❖ Reporting the daily/weekly/monthly statuses and plans with concerned Executive and provide continuous feedback to the team for never ending learning and initiating new activities

## Requirements

- ❖ Proven experience in Client Relationship & Account Management
- ❖ Knowledge of customer relationship management (CRM) practices
- ❖ A good understanding of Project Management
- ❖ Experience in sales or customer service is preferred
- ❖ Problem-solving attitude
- ❖ Excellent communication skills
- ❖ Good relationship builder with polish and gravitas
- ❖ Teamwork and leadership skills
- ❖ Customer-oriented mindset

## About the company

Froogal helps brands build Growth through Meaningful relationships with their Customers!

Froogal is a product company that drives revenue for businesses by collecting critical customer data, then using it to automate customer loyalty and experience while delivering personalized marketing campaigns through extensive analytics that will drive real ROI.

And also we help them digitally transform by adopting omnichannel strategies to drive seamless experience to customers.

Froogal is a fast growing techno-marketing company that works with brands across multiple industries F&B, Fashion Apparel, Retail, Wellness, Auto Repair, Insurance and Banking while expanding its potential across different sectors and regions through different technology and marketing innovations.

Interested can send in CV across [deepika.shetty@froogal.ai](mailto:deepika.shetty@froogal.ai) More Information : [www.froogal.ai](http://www.froogal.ai)