Customer Success Manager

Working in
PARADISE

Opportunity to work on the famous and beautiful Island of Madeira as a Customer Success Manager

We are looking for a Customer Success Manager who is interested to live and work in one of the most beautiful places in the world: Madeira Island, the pearl of the Atlantic, continuously voted for as the best island destination.

www.connecting-software.com

JOIN CONNECTING SOFTWARE IN MADEIRA AND LIVE YOUR BEST LIFE NOW!

When we passed the 1000 customer benchmark, we found out that we make sure that everything is running with our solution, but we do not take the chance to cross-sell within our enterprise customer.
This will be YOUR job.
We have fantastic customers around the world, so we want to have a dedicated person to get in contact with them regularly. You will be able to find out if they are happy and if they have suggestions to improve our products. A real added value is to get more details about the IT projects they have coming up and to offer our other services to their organizations.
This might be an ideal approach to increase the visibility of our software in the customers' ecosystem.

Job description, responsibilities and duties

You will need to provide insights on client-to-business interactions, improve customer experience through product support, and handle customer complaints and requests. You will act as an active provider of information and advice within the triangle: customers, developers and sales/marketing department.
Successful candidates must be social, analytical and understand the needs of the customers - both in terms of technology and business processes. The ideal Customer Success Manager should engage with customers, maximize value, and create strategies to grow our customer base.

Want to learn more about our amazing company check us out here.

If you have a software development background supported by at **least 2 years' experience** and like/ understand at least some of the Applications, Technologies and Enterprise software listed below.

Applications
- Dynamics 365 and Office 365
- Salesforce.com
- SharePoint
- Exchange Server
- D365 AX+NAV (D365 Business Central, D365 for Finance)
- QuickBooks
- G Suite
- SAP

Technologies
- SQL Syntax
- Middleware
- C#.Net
- Azure Cloud
- SaaS
- OPC UA
- ODATA
- REST APIs
- CMIS

Enterprise Software
- Business processes
- ERP, CRM, DMS, ECM, Collaboration and Marketing Automation
- IT architecture, SaaS and Software Integration

Soft skills
- Understand different cultures and behavior especially North American
- Communicate with technical and non-technical people

We are looking for candidates with university-level education

Technical Skills
Software Development and Integration, Business Software

Language skills
English - Proficiency (C2) - as you will mainly work in English, this should be natural for you.

The position is suitable for experienced professionals which are **goal and success oriented, passionate** and **motivated individuals.**

Don't wait, it is time to move to paradise! Live and work where others make holidays!
Send us your CV in English with your photo and tell us why you're the best applicant via email to

office@connecting-software.com