

Saudi Arabia Jobs Expertini®

Client Success Snr Manager

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Company: Oracle

Location: Saudi Arabia

Category: business-and-financial-operations

In line with the relevant policy and requirements of the Government of the Kingdom of Saudi Arabia, preference will be given to Saudi nationals who apply for this role.

What Does Oracle's Customer Success Organization Do?

Our mission is to be a catalyst for Oracle's customer success. We want to help our clients realize the maximum value of their Oracle Cloud solutions. We help unlock the full potential of Oracle Cloud by focusing on business outcomes. Indeed, the Customer Success Organization plays a key role in driving business outcomes across: (1) customer, (2) product, (3) partners/implementors, and (4) GTM/sales.

CUSTOMER SUCCESS : We are the single source of truth across the complete customer lifecycle. Our goal is to live in the currency of customer success, driving winning NPS, CLV, and referenceable logos.

PRODUCT SUCCESS : We demonstrate the art of the possible across Oracle's unified suite of offerings, driving adoption and ensuring alignment among customer processes, data, and product(s).

PARTNER SUCCESS : We train, enable, and certify partners, using SI success as a gateway to customer success.

GTM SUCCESS: We are the catalyst for advancing ONE Oracle, being the glue for ensuring winning customer success from pre-sales to Day 2.

Responsibilities:

Customer Relationship Management:

Build and nurture strong, long-lasting relationships with key customers.

Serve as the primary point of contact for escalated customer issues and ensure timely resolution.

Team Leadership:

Lead and mentor a team of Customer Success Representatives.

Foster a collaborative and customer-centric culture within the team.

Customer Onboarding:

Oversee the onboarding process for new clients, ensuring a seamless and positive experience.

Develop and implement effective onboarding strategies to drive customer success.

Product Expertise:

Develop a deep understanding of our products and services.

Provide guidance and insights to customers on maximizing the value of our offerings.

Renewals and Expansion:

Work closely with the sales team to identify opportunities for upselling and cross-selling.

Drive customer renewals by demonstrating the ongoing value of our solutions.

Feedback and Improvement:

Gather customer feedback and collaborate with internal teams to continuously improve products and services.

Implement best practices to enhance the overall customer experience.

If you are...

An out-of-the-box thinker always looking for new approaches and solutions. You enjoy rolling up your sleeves and tackling challenges with a hands-on approach.. You have a passion for customer success across the lifecycle-building relationships that blossom into trusted partnerships one decision at a time. Entrepreneurial-minded with sound judgement and can navigate complexity. You take ownership of your individual success as well as those around

you, modeling integrity and accountability with colleagues and clients.

...then we want to talk to you!

What You'll Bring

Your enthusiasm, knowledge and business acumen, and love and passion for customer success will help Oracle become the leading cloud service provider.

More specifically, you will have the experience described below:

Passion for and ability to have cross-industry consultative conversations regarding business challenges and opportunities building trusted advisory relationships with customers and partners alike.

Deep product and market expertise in Cloud Delivery, including customer needs, competitive landscape, and key trends in the industry.

7+ years of experience product line and/or Cloud transformation.

Proven experience leading end-to-end success of cloud solutions across Product and other functions including Marketing, Sales, Service, Alliances, and/or Support.

A highly collaborative leader who can navigate different personalities, work well in teams, and believes that $1+1=> 3$.

are achieved.

Key Skills/Qualifications

Master degree or equivalent.

Proven experience in customer success management, with a track record of achieving and exceeding targets.

Ability to work effectively with and through a matrix and a virtual organization.

Successful track record as Program Director of transformational and international SaaS transformation.

Experience in managing Turn around of escalated IT transformation projects.

Bring a good level of overall functional Expertise in SaaS (especially in ERP/HCM)

Commercial sensitiveness of SaaS Software contracts and Implementation costs

Flexibility to work from home or travel across the region when required (assume max 50% travel – potentially needing travel on very short notice)

Level 3: +7 of relevant experience in a customer success role.

Level 4: +10 years of proven experience in customer success management.

Desired Skills/Qualifications

PMI Project Management Professional (PMP) Certification or similar.

International experience across MEA region

How You Will Be Measured:

Referenceable Logos

Client Satisfaction (CSAT)

Net Promoter Score (NPS)

Customer Lifetime Value (CLV)

Renewals on ATR

Install Base Expansion

Time to First Value

of Green and red accounts

Group revenue and margin

Net ARR

Net Dollar Retention (NDR)

Logo retention (LRR)

Coverage (ARR and Accounts)

Partner Success (., # of Certified SIs, red accts)

What We Offer

A driver's seat in a top project and program director role with Oracle internal and external visibility. A stepping stone for further growing your own career.

Enriching your experience while being hands on and customer facing with the largest Oracle accounts in the region.

Being an essential part of Oracle's Global Customer Success organization

An ability to grow your network in a wide and international Oracle Cloud ecosystem.

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