

Account Manager

iLighten is seeking an outgoing and experienced client manager with an ability to take care of existing customer accounts and a passion for developing new powerful business relationships.

Description:

Client manager is in charge of managing strong and long lasting relationships with the existing customer accounts from enterprise size clients to startups.

As a first and major point of contact for the client ensure that all clients needs are satisfied and be able to seek the new ways to add a value to clients's business and find the opportunities to upsell and cross-sell company products.

Be in charge of flawless project management and communication with accounts and be responsible for the high level of customer satisfaction.

Seek the new ways for revenue generation and retention for existing accounts and actively expand accounts base by nurture new clients.

Duties:

- At this role you will be in charge of retaining and generating new revenue from the existing customer base and its expanding by nurturing new clients.
- You will be responsible for achieving and maintaining client satisfaction by ensuring that projects are delivered on scope, on time, and on budget.
- You will be accountable for flawless project management and communication with the client.

Requirements:

- Strong experience in account management, customer relations - min 5 years.
- Experience of building processes from the scratch will be the plus.
- Understanding of specific of the IT markets, IT products development and needs of international clients.
- Ability to develop and grow key relationships with enterprise level clients
- Support the entire sales process from the inception until the contract is signed and proven track record in closing new deals.
- Maximise the size of accounts through proactively generating value and seeking out upsell and cross-sell opportunities.
- Proactively expand your client base through new product sales and retain existing clients.
- Excellent presentation and communication skills, strong relationship builder.

Please contact us via Skype: ***live:burenok_3***