



Customer Success Manager - Enterprise

ABOUT THE ROLE:

We have created a new standard in ransomware incident response and need a team member to help us take our client experience to the next level. We are looking for an experienced customer success manager to join our team and help our retained service clients' experience from onboarding to renewal. Your work will help companies from around the world prepare to recover from cyber attacks and support them through incidents, and we want you to play a major part in raising the bar as we continue our growth.

WHAT YOU'LL DO:

You will manage and own a book of business and speak with top security professionals at some of the largest companies in the world. Your objective is to ensure Coveware's retained clients take advantage of our full service offering and surpass their expectations on delivery. You will report to the Senior Director of Customer Success and work closely with our clients to listen and learn about what is important to them to help drive engagement and help build new content.

WHO YOU ARE:

You are passionate about ensuring current clients have an amazing experience. You are willing to roll up your sleeves to jump into uncertain situations quickly to ensure we deliver on expectations and continue to bring value. You enjoy being creative, listening to your clients and quickly delivering on collateral that will help them achieve success. You have experience working with technical experts and can distill customer experience and feedback to ensure the right topics are prioritized. You are a clear and articulate communicator with customers and your co-workers alike. You enjoy cultivating internal relationships and are comfortable giving and receiving candid feedback when it comes to performance.

YOU SHOULD HAVE:

- Exceptional organizational skills and written communication skills
- Experience working and thriving as a fully remote employee
- Experience in a customer success or sales/sales engineering role, in enterprise cyber incident response services or a similar capacity
- Experience communicating with high level technology executives and feel comfortable delivering service value to senior leaders at F100 companies
- Ability to build strong relationships with internal stakeholders to represent the interests and requirements of Coveware's services
- Working knowledge of delivering on statements of work
- Proven ability to convey technical concepts to audiences with varying technical expertise.
- A "can do" attitude and desire to roll up your sleeves
- Working knowledge of a CRM system
- Ability to support west coast hours ~25%.



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WE HOPE YOU HAVE:

- 7+ years of experience supporting B2B customers in security, technology, or professional services organization as a customer success manager, technical account manager, or similar role.
- 10+ years total professional work experience.

BENEFITS OF WORKING AT COVEWARE:

- Market leader in compensation
- Flexible vacation policy and work environment
- 401k plan + company matching