



RECRUITMENT VACANCY

CUSTOMER SUCCESS EXECUTIVE

CUSTOMER SUCCESS EXECUTIVE

KEY FACTS

LOCATION	Stevenage, Herts (Plus remote working)
CONTRACT	Full time (37.5 hours per week)
SALARY	Competitive
CONTACT	people@bulletproof.co.uk

OVERVIEW

Bulletproof is a rapidly growing technology-focused cyber security company that is looking for a talented Customer Success Executive to help us take the next steps towards our goal of being globally recognised as an innovator in the Cyber Security industry.

Working as part of the Customer Success team, you will be responsible for building relationships with our customers post-sale and ensuring they are consistently blown away by the service they receive. You will be the customer's primary point of contact for the duration of their project and whilst taking ownership of scheduling, monitoring project delivery and working closely with the businesses technical teams to ensure we deliver on time.

You should apply if you enjoy working in a fast-paced, innovative business with an exciting brand that has fun and creative ideas and is looking to disrupt the security market.

This is an opportunity to be part of an exciting and fast-growing security company that has engineered its own innovative products from the ground up. We want to bring someone into the team to help find new ways to globally share our vision to use technology and most importantly talented people to solve businesses most difficult security challenges.

PRIMARY RESPONSIBILITIES

- Build relationships with our customers and be the reason they want to continue using our services by delivering the kind of positive experience they'll want to tell their friends and colleagues about
- Take ownership of our customers, their services and experience from contract signature through to project delivery
- Ensure that project plans and timelines are realistic and maintained through regular communication with internal and external stakeholders
- Manage the project calendar for the whole team including holiday tracking
- Maintain the internal tracking systems to ensure all projects are up-to-date, statuses are correct, and the appropriate team are aware of its progression
- Liaise between internal departments to ensure contract start dates are adhered to on retainer-based or recurring contracts
- Keep customers up to date every step of the way via phone, email and Intercom messenger
- Work proactively to avoid service delivery issues. Where issues arise, work with internal and external stakeholders to get the customer experience back on track
- Proactively follow-up with customers post-project to ensure they're satisfied with the service they've received
- Organise and carry out regular service delivery reviews
- Identify trends and issues which impact service delivery and develop new ideas to help address these

SKILLS REQUIRED

- The ability to WOW customers
- Highly organised and able to prioritise and manage time effectively
- Be proactive and able to work autonomously
- Be able to consistently and reliably follow process
- Able to problem solve and think on your feet
- Strong written and verbal communication skills
- Good attention to detail

REQUIRED QUALIFICATIONS / EXPERIENCE

- Minimum two-years' experience in a customer success/customer service type role
- Proven experience of managing multiple projects
- Experience of scheduling
- Experience of handling customers in a b2b environment would be beneficial
- Previous experience of leading calls and meeting with B2B customers is desirable

PERSONAL ATTRIBUTES

- Creative
- Innovative
- Honour commitments
- Support your team
- Positive can-do attitude
- Analytical with exceptional problem-solving skills
- Able to plan and manage time effectively
- Able to think laterally
- Accurate in approach with strong attention to detail
- Self-motivated and committed to driving your own development

BULLETPROOF BENEFITS

- 25 days annual holiday
- An additional day's annual holiday for your birthday
- Company pension
- Private healthcare
- Subsidized gym membership
- Company perks platform
- Frequent team events
- Relaxed working environment
- Flexible working policy

ABOUT US

BULLETPROOF

YOUR BEST DEFENCE AGAINST CYBER THREATS

We believe that our information and cyber security services are the best way to stay ahead of the hackers, take control of your infrastructure and protect your business-critical data. Key to our success is our in-house UK Security Operations Centre staffed 24/7 by our highly trained penetration testers, security analysts and compliance experts.

Bulletproof's most popular services include:

- Penetration testing,
- Social Engineering
- Red Team
- Proactive Monitoring
- Training
- SMB/SME cyber security products
- Compliance Services

Bulletproof is the dedicated cybersecurity arm of the ServerChoice Group, an organisation with over 10 years' experience in providing secure online services, so you can be sure you're joining a well-established, growing organisation.

USEFUL LINKS

www.bulletproof.co.uk

www.serverchoice.com

Please note that as part of the recruitment process a criminal records check will be carried out by an authorised third party.



 01438 532 900

 contact@bulletproof.co.uk

 www.bulletproof.co.uk