



## RECRUITMENT VACANCY

CUSTOMER SUCCESS MANAGER

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### KEY FACTS

LOCATION	Stevenage, Herts (UK) - With regular travel to clients sits as required
CONTRACT	Full time (Average 37.5 hours per week, partial remote working)
SALARY	£ Competitive
CONTACT	daniel.ross@bulletproof.co.uk

### OVERVIEW

Bulletproof is looking for a Customer Success Manager to join the team. In this role you will work closely with the CEO and senior leadership teams to help ensure that Bulletproof deliver a high quality experience to its customers. We are looking for someone with 3 years of experience working in a customer success role to help improve and enhance the support process.

In this role you will get to work with some of the most talented and experienced security experts and a team of up and coming security rock stars based out of our Stevenage HQ.

We are looking for someone that can work closely with senior leadership to help understand key challenges and customer touch points in order to implement the correct tools and processes to support the best customer outcomes .

You should apply if you enjoy working in a fast-paced, innovative business on a broad set of data types and with multiple business units across the company and enjoy solving challenges. We are designing our business to handle rapid scale through efficient, automated modern business process.

This is an opportunity to be part of an exciting and fast-growing security company who has engineered its own innovative products from the ground up. We want to bring someone into the team that shares our vision to use technology and most importantly talented people to help our teams work at pace so we can focus on solving our customers security challenges and use innovation to disrupt the cyber security space.

## PRIMARY RESPONSIBILITIES

- Develop engagement strategies with customers to establish a professional relationship by providing operational and product expertise, customer service, and training
- Lead customer success team engagements with key operational personnel
- Generate user documentation to ensure the delivery of successful solutions to client problems and opportunities
- Work with the sales, product management and technology teams to ensure day-to-day service is effectively meeting client needs and value is being delivered to the client
- Develop and execute service plans that target customers' key strategic business initiatives and pain points
- Proactively monitors renewal risk factors such as product usage, customer satisfaction, training needs and other activities to proactively engage clients in increasing usage
- Serve as liaison between customer-facing personnel, key customers and the product team
- Actively assist the leadership team in identifying leads and managing the opportunity pipeline
- Identify actionable insights to improve client results and team strategy which lead to upsell opportunities through the knowledge of the client's business requirements
- Research and incorporate points of view and problem solving methodologies that aid in business development, leveraged in client service engagements and incorporated into the product development pipeline
- Develop external and internal communications such case studies and thought leadership pieces
- Recommend product enhancements to the product development team based on customer interaction and feedback
- Be a leader and work cross-functionally within sales and product development to drive continuous improvements in the business and platform
- Maintain knowledge and understanding key tools and business analytics approaches

## SKILLS REQUIRED

- Forward-thinking and knowledgeable on current and emerging technologies
- Experience with business process optimization, implementation and organizational change management efforts
- Demonstrated understanding of the operations business drivers, operational issues, expected and actual benefits, challenges, and solutions
- Demonstrated ability to make data-driven decisions to drive performance through own initiatives and working with others
- Proven experience leading, coaching and inspiring others
- Self-motivated, organized, and entrepreneurial; able to prioritize competing initiatives
- Critical-thinking and problem-solving abilities; able to deal with ambiguity
- Perform duties with a broad latitude for judgement and problem solving

## REQUIRED QUALIFICATIONS / EXPERIENCE

- Minimum of 3 years' experience in a similar role
- Bachelor's Degree or higher
- Experience using Intercomm or similar tool
- Customer Support experience
- Experience developing/setting up knowledgebase tools
- Working knowledge of CRM products and processes

## PERSONAL ATTRIBUTES

- Innovative
- Honour commitments
- Support your team
- Positive can-do attitude
- Analytical with exceptional problem solving skills
- Focussed on providing great customer service
- Able plan and manage time effectively
- Able to think laterally and creatively
- Strong relationship management, negotiation and influencing skills
- 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
- Childcare Vouchers
- Subsidized gym membership
- Perkbox employee benefits platform
- Frequent team events
- Relaxed working environment
- Private Healthcare
- 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
- Incident Response & Forensics
- 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](http://www.bulletproof.co.uk)

[www.serverchoice.com](http://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](mailto:contact@bulletproof.co.uk)

 [www.bulletproof.co.uk](http://www.bulletproof.co.uk)