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Wipro Job Vacancy Hiring Now – All Jobs For You – Customer Success Manager

Hiring organization
Wipro

Job Location

India
Remote work from: IND

Date posted
February 24, 2024

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Valid through
31.08.2024

Base Salary

USD 19 - USD 27

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Wipro Job Vacancy Hiring Now

The Customer Success Manager (CSM) plays a pivotal role in ensuring our clients achieve their desired outcomes from our products and services. You will be the primary point of contact for assigned accounts, building strong relationships, understanding their unique needs, and proactively driving product adoption and value realization. This is a fantastic opportunity for a passionate and driven individual to build a rewarding career at the forefront of customer success.

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Wipro Careers

Responsibilities:

- **Onboard and manage assigned client accounts:** Proactively engage with clients, understand their goals and challenges, and ensure a smooth onboarding experience.
- **Drive product adoption and usage:** Collaborate with clients to configure and customize solutions, provide ongoing training and support, and encourage effective product utilization.
- **Measure and report on success:** Track key metrics, analyze client data, and identify areas for improvement. Regularly communicate progress and value delivered to clients and stakeholders.
- **Build strong relationships:** Foster trust and open communication with clients, acting as a trusted advisor and advocate for their success.

- **Stay informed and proactive:** Continuously learn about new product features, industry trends, and best practices to proactively address client needs and anticipate challenges.
- **Collaborate with internal teams:** Partner with product, engineering, and sales teams to ensure seamless client experience and address any issues promptly.

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Wipro Jobs Near Me

Skills:

- Bachelor's degree in Business Administration, Information Technology, or related field.
- 1-3 years of experience in customer success, account management, or related roles.
- Strong understanding of SaaS/PaaS products and subscription models.
- Excellent communication, interpersonal, and relationship-building skills.
- Ability to work independently and as part of a team.
- Strong analytical and problem-solving skills.
- Proficiency in Microsoft Office Suite and CRM platforms.

Tags:

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