

## **About Karomi**

Karomi is a leading Enterprise SaaS provider. Our flagship manageartworks.com platform enables 4000 leading Global and Indian brands Reach markets faster with Karomi's end-to-end packaging & artwork management system while achieving 100% compliance. We offer everything to get your artwork projects going. Manage every step of the packaging and artwork process.

**Location: Chennai**

**Position: Customer Onboarding Specialist**

## **Job Description:**

We are seeking an enthusiastic and customer-focused Customer Onboarding Specialist to join our team. In this role, you will be responsible for engaging with prospects who have signed up to try our SaaS solution, MA One. Your primary goal will be to ensure a smooth and successful trial experience, convert trial users into paying customers, and onboard them onto the MA One platform. The ideal candidate will have excellent communication and interpersonal skills, a strong customer service mindset, and a passion for helping customers succeed.

## **Responsibilities:**

- Engage with prospects who have signed up for a trial of our MA One SaaS solution, providing a warm welcome and answering any initial questions they may have.
- Provide guidance and support to trial users, ensuring they are able to effectively use and understand the features and benefits of the MA One platform.
- Monitor and track trial user engagement and progress, identifying any potential issues or barriers to success, and proactively addressing them.
- Collaborate with the sales and marketing teams to identify and implement strategies to convert trial users into paying customers.

- Conduct product demonstrations, webinars, or training sessions as needed to educate trial users and showcase the value of the MA One platform.
- Manage the customer onboarding process for new paying customers, including account setup, data migration, platform configuration, and user training.
- Act as a liaison between customers and internal teams, such as product development and customer support, to address any product-related questions or concerns.
- Collect and analyze customer feedback to identify opportunities for product improvements or enhancements, and communicate this feedback to the appropriate teams.
- Maintain a deep understanding of the MA One platform, its features, and best practices, in order to provide expert advice and support to customers.
- Develop and maintain customer relationships, ensuring high levels of customer satisfaction and retention.

**Requirements:**

- A minimum of 2-3 years of experience in sales, customer success, customer support, or a related role, preferably within the SaaS industry.
- Exceptional communication and interpersonal skills, with the ability to build strong relationships and effectively engage with customers across various communication channels.
- A strong customer service mindset, with a passion for helping customers succeed and a commitment to ensuring a positive customer experience.
- Proficiency in using CRM systems, help desk software, and other customer support tools.
- Excellent problem-solving and critical-thinking skills, with the ability to quickly understand customer needs and provide appropriate solutions.

- Strong organizational and time-management skills, with the ability to manage multiple tasks and priorities effectively.
- Familiarity with software implementation, data migration, and user training processes.
- A proactive, results-driven attitude, with a focus on continuous improvement and customer success.
- A Bachelor's degree in Business, Communications, or a related field is preferred but not required.

To apply, please submit your resume, cover letter, and any relevant work samples or case studies that demonstrate your experience and success in sales or customer onboarding or customer success roles.

**Website:** [www.karomi.com](http://www.karomi.com) and [www.manageartworks.com](http://www.manageartworks.com)