

About Karomi

Karomi is a leading Enterprise SaaS provider. Our flagship ManageArtworks platform enables 4000+ leading Global and Indian brands effectively manage their packaging artwork. Our platform offers comprehensive features to get your artwork projects going while managing every step of the packaging and artwork process. Companies reach markets faster with Karomi's end-to-end packaging & artwork management system while achieving 100% compliance.

Position : Senior Manager – Customer Success

Department : Delivery & Operation – Customer Success Team

Experience : 10 – 15 Years

Job Description

We are looking for a Senior Manager to join our Customer Success Team who is expected to manage the team to achieve greater efficiencies and customer satisfaction.

Responsibilities

- Manage a team of customer support engineers and coach them in all required skills (technical, and customer interactions).
- Ensure that there are no SLA breaches by the customer support team.
- Interact regularly with clients and take care of end-to-end support activities.
- Work from written specifications and pre-established guidelines to perform the functions of the job and maintain documentation of process flow.
- Handle Customer Escalations gracefully while maintaining empathy for the Customer.
- Enhance the existing systems by analysing business objectives, preparing an action plan, and identifying areas for modification and improvement.
- Take care of annual renewals of Maintenance Contracts.
- Interact with clients on Change Requests, their cost estimates, proposals, and delivery.
- Guide the team in designing, developing, and implementing software applications and components.



Skills

- Excellent communication in English – both written & verbal
- Excellent time management and problem-solving skills
- Exceptional skills in customer service, negotiation, troubleshooting, and people management
- Must have good Analytical skills
- Technical skills: JavaScript, jQuery, SQL Server, HTML, CSS, ASP.NET, and C#.

Website www.karomi.com www.manageartworks.com