

## About Karomi

[Karomi](#) is a leading Enterprise SaaS provider. Our flagship [ManageArtworks](#) platform enables 4000 leading Global and Indian brands. We offer everything to get artwork projects going & manage 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.

## Role: Senior Account Manager

**Experience:** 3+ Years

## Roles & Responsibilities:

- Work with internal cross-functional teams (Pre-sales, sales, implementation, support etc.) to ensure customer's issues/solutions are addressed on time.
- Understand the customer's business model and decision-making channels; build and maintain customer relationship with key decision makers to understand business objectives and enable customer satisfaction.
- Create and maintain comprehensive reports & schedule meeting with clients on regular intervals.
- Should be an excellent communicator who's able to grasp customer requirement.
- Support internal teams by identifying gaps in the service levels and understanding customer needs in order to successfully up/ cross-sell the services.
- Risk Management & Mitigation: Identify the risk associated with the customer and form a mitigation strategy with help of cross functional team for smooth operations.
- Establishes and maintain efficient relationship with all internal & external key stakeholders.
- Self-starter who can own ongoing customer success of both large and small clients.
- Ability to report and share client's status on a timely/pre-defined interval



**Qualifications & Requirement:**

- Any university degree.
- Minimum 3+ years of proven experience in customer handling & maintain relationships for smooth operations.
- Ability to understand customer service needs.
- Ability to interact with all user levels within the customer organization.
- Should be a very good team player.

**Website:**

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