Account Manager (Global)

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Company: segmentify

Location: Kadıköy

Category: other-general

Job Description

Segmentify is an e-commerce personalization platform helping online retailers to optimize their conversion rates by enabling them to deliver a unique shopping experience for each visitor. Segmentify tracks each individual visitor's behavior in real-time and offers smart product recommendations by utilizing in-house developed AI technology.

We have a dynamic and passionate young team dedicated to creating a SaaS solution to boost eCommerce revenue. We are selected as one of the 25 Machine Learning Startups to Watch In 2018 by Forbes magazine. We are one of the fastest growing start-ups in AI based e-commerce solutions with multiple investment rounds and have offices in 3 countries. Our main target for 2021 is to expand our customer base from all over the world and be the market leader in Europe, especially in the UK.

We build Segmentify using new and powerful web stack (Java, Spring Boot, Cassandra, MongoDB, Apache Ignite, Kafka, React.js, Webpack, Redux and JavaScript ES6) and are always on the watch-out for new trends and technologies.

Responsibilities:

Build and maintain lasting relationships with clients by understanding their needs and anticipating them in advance

Identify opportunities for upselling and cross-selling

Ensure customer satisfaction and address any concerns or issues that arise

Collaborate with internal teams to provide the best possible service to clients

Provide product training to clients as needed

Create regular reports on client usage patterns and revenue

Follow up regularly with clients to ensure needs are being met and identify opportunities

Requirements

Bachelor's degree in business, marketing, or a related field

3+ years of experience in account management or a related role

Strong communication and interpersonal skills

Proven track record of driving revenue growth through upselling and cross-selling

Experience working in a SaaS or technology company preferred

Ability to multitask and manage a large portfolio of clients

Strong problem-solving skills and the ability to think creatively

Experience with CRM software and other sales and marketing tools

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