

Turkey Jobs Expertini®

Customer Success Manager | Construction & Engineering

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Company: Oracle

Location: Istanbul

Category: other-general

In line with the relevant policy and requirements of the Government of the Kingdom of Saudi Arabia, preference will be given to Saudi nationals who apply for this role.

The Construction & Engineering Managed Account Customer Success team ensures our customers are successful in implementing, running, and maturing their usage of CEGBU products. Our focus is collaborating with our CEGBU customers throughout their relationship and partnership with Oracle and providing visibility of their needs back to the organization.

The Customer Success Manager, CSM, is the primary point of contact for a portfolio of cloud customers. The person filling this role is responsible for customer relationship, operational delivery, and satisfaction through the coordination of internal teams on customer facing activities, escalation management, and program visibility, as well as contributing to the overall operations of the Customer Success team via projects and process improvement work.

Ultimately, the success of this role is driving and securing a high level of customer satisfaction, based on a positive customer experience, thus ensuring expansion opportunities, referenceability and cloud renewals.

What you'll do

Develops and manages the Oracle Support relationship with a designated number of accounts throughout engagement. Maximizes the customers' use of Support Services, drives high degree of satisfaction and referenceability, and to protect and enhances Support revenue streams.

Develop long-term partnership with customers to ensure they remain successful by realizing the full value of their investment to ensure renewals and expansions.

Act as the main point of contact for Oracle customers and acts as a point of escalation for your customer's critical issues

Works closely with the Account Management and Sales teams to support strategic client initiatives

Manages and supports the delivery of the Operational Plan and Key Success metrics as required to support a successful renewal and expansion.

Develops and maintains relationships with senior management across lines of business and third parties.

Plans and deploys support activities to ensure effective delivery within agreed budgetary constraints.

Manages change, risk, issues, and monitors the client status and 'health' to support customer satisfaction levels

Advises the customer on effective and efficient way to use Oracle support services and products, tools, systems, interfaces, and procedures.

Manage on-boarding, upgrades, patching and other change management activities for cloud customers

Guide customers through significant service milestones such as upgrades, new releases etc.

Drive customer adoption working with internal CEGBU teams (Product, Engineering, Sales, Provisioning,

Assures and improves the quality of the service, maintaining accurate account information.

Communicates opportunities for customers to engage with Oracle such as technical events and business seminars.

Assists in the renewal of client agreements and contributes to pre-sales activities where

required.

Provide generic best practices and industry benchmarking materials via self-service and proactive push communication.

Collaborate with Oracle's Marketing team by encouraging customer advocacy and creation of case studies to help maintain the Customer References program

Identify expansion opportunities via high value relationship with the client

What you'll bring

Significant experience with the CEGBU products and/or targeted industry knowledge

Significant experience with cloud-based/SaaS solution offerings and a passion to communicate their value to clients.

Proven ability to develop and cultivate lasting customer relationships

Superior customer management and communication skills

Proven track record in working in a customer facing role via remote programs

Proven track record in addressing customer portfolios via programmatic execution

Ability to lead cross functional business and technical teams to provide timely issue resolution

Strong problem solving and troubleshooting skills

Project Management experience with proven capability to lead cross functional business and technical teams to provide timely issue resolution

Strong account management skills acquired through advanced training, study and experience.

Extensive exposure to large/medium accounts needing subtle management often in difficult circumstances.

What we will offer you

A competitive salary with exciting benefits

Learning and development opportunities to advance your career

Employee resource groups that champion our diverse communities

Core benefits such as life insurance, and access to retirement planning

An inclusive culture that celebrates what makes you unique

At Oracle, we don't just respect differences—we celebrate them. We believe that innovation starts with inclusion and to create the future we need people with diverse backgrounds, perspectives, and abilities. That's why we're committed to creating a workplace where all kinds of people can do their best work. It's when everyone's voice is heard and valued that we're inspired to go beyond what's been done before.

Career Level - IC4

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