



Customer Success Manager - India

Location: India

About Aviso

Aviso is the AI compass that guides sales and go-to-market teams to close more deals, accelerate growth, and find their Revenue True North. Aviso AI delivers revenue intelligence, drives informed team-wide actions and course corrections, and gives precise guidance so sellers and teams don't get lost in the fog of CRM and augment themselves with predictive AI. With demonstrated results across Fortune 500 companies and industry leaders such as Dell, Splunk, Nuance, Elastic, Github, and RingCentral, Aviso works at the frontier of predictive AI to help teams close more deals and drive more revenue. Aviso AI has generated 305 billion insights, analyzed \$180B in pipeline, and helped customers win \$100B in deals. Companies use Aviso to drive more revenue, achieve goals faster, and win in bold, new frontiers. By using Aviso's guided-selling tools instead of conventional CRM systems, sales teams close 20% more deals with 98%+ accuracy, and reduce spending on non-core CRM licenses by 30%.

Job description

We have a lot of drive, smarts, and a ton of passion for what we do. The Customer Success Manager role is responsible for the ultimate success of Aviso's enterprise customers from start-to-finish. Reporting to the Head of Customer Success, you will be working to ensure that customers are delighted with Aviso solutions. The ideal candidate can understand our customers, their needs, business processes, and challenges, and is capable of guiding them through the process to implement and adopt Aviso.

Responsibilities

- You're fanatical about customer success and tenacious at driving long-term customer value.
- You have impressive verbal and written communication skills.
- You have strong interpersonal skills with an ability to excel in a team-oriented atmosphere.
- You have tremendous work ethic with a passion for results.
- You have an exceptional level of drive and dedication coupled with a positive attitude.
- You thrive in a fast-paced environment.
- You have the ability to understand customer requirements and identify business challenges for Aviso to solve.

This is what you'll do...

- Have a strong focus on overall customer success and delivering successful customer outcomes.
- Act as a primary point of contact for our enterprise customers and lead regular business discussions with customers, gather requirements, and architect the value of our solution and the best practices to implement it.
- Ability to work with the sales and marketing team in assisting with demos and best practice sharing pre-sale, and facilitating change management and training initiatives post-sale.
- Ability to work with the sales team on scoping and sizing for new project proposals, and ensuring projects stay on track and within budget.



- Continuously seeking new ways to improve existing project management processes to strengthen the Aviso delivery methodology.
- Design and lead implementations leveraging an in-depth knowledge of Aviso implementation best practices, Aviso API architecture and Aviso integration capabilities.
- Identify and develop new opportunities for expansion across the customer's business and collaborate with the sales team to ensure subscription growth and increased solution footprint.

If you are interested in being a part of something extraordinary, take pride in initiating meaningful relationships with and delighting customers, and like working alongside smart and ambitious people, then this is the role for you!