



Raven360 is a Learning Management System taking on established players within the Learning Management System space – and winning! We are focused on Customer Success and Customer enablement.

Our typical client profile is Enterprise technology organizations that are providing tens of thousands of customers across globally distributed audiences the hands-on training and course materials they need to effectively use that Enterprise's technology.

Whether an Enterprise's employees, customers or partners, users access Raven360 to register, pay for, and consume content both digitally and through instructor-led offerings. Our full stack solution provides clients a single portal to manage all aspects of their knowledge distribution ecosystem.

We are small team experiencing rapid client growth and are seeking an ambitious Customer Success Manager (CSM) to grow with us!

#### **The Life of CSM:**

The CSM is on the front lines of partnering with both fast-emerging and industry-leading Enterprises to understand and implement workflows and multi-system integrations to align Raven360 functionality with their business processes.

#### Pre-Sales

- Conduct effective discovery of customer needs and technical requirements alongside Sales
- Configure and demonstrate Raven360 product proofs-of-concept (POCs) in support of customer acquisition

#### Post-Sale

- Lead the planning, gathering and documentation of business requirements, including detailed process flows for any new functionality or changes to existing functionality
- Articulate technical solutions in a concise, clear and convincing way to non-technical and technical audiences
- Collaborate with the Raven360 development team to clarify business objectives and establish the technology requirements
- Identify, document, track and triage issues through to resolution throughout implementation to ensure on-time project rollouts
- Configure and demonstrate Raven360 product proofs-of-concept (POCs) in support of proposed technical implementation recommendations
- Onboard and train customers on administering the Raven360 platform in accordance with their customized solution and workflows
- Effectively transition client to Customer Success Manager upon implementation



## QUALIFICATIONS

- 5+ years of relevant experience in pre/post-sales account management, consulting, or professional services
- Familiarity with standard integration concepts (SSO, APIs, etc.)
- Self-directed, able to assume responsibility and work autonomously in a professional manner
- Resourcefulness to work in a fast-paced, team-oriented environment and tackle customer challenges/requirements
- Strong attention to detail and quality of work suitable for customer facing materials
- Proven problem solving and analytical skills
- Proven communication, time management, and project management skills

## BENEFITS

Competitive salary

Health insurance

401k

Vision

Dental

Unlimited vacation

Remote work-friendly