

Customer Success Account Manager (Microsoft)

Overview

Are you a tech-savvy cloud loving person that has Cloud and IT (information technology) Service Management blood running in your veins? Do you want to be that key person that helps our more strategic enterprise customers achieve the most out of the Microsoft products and services they use? Do you get your energy from making your customers succeed in making their strategic and transformational cloud projects real?

As a Customer Success Account Manager, you are the primary delivery and operations lead and a partner for our more strategic customers, empowering them to achieve more by accelerating their value realization across our Digital Cloud platforms.

By leveraging your technical expertise, business acumen and industry perspectives you will be responsible for the end-to-end post sales delivery and support orchestration across the Microsoft and Partner ecosystem to align the right resources at the right time to achieve customer business outcomes.

This opportunity will allow you to accelerate your career growth, leverage your delivery management capabilities and deepen your cloud and industry expertise.

With over 17,000 employees worldwide, the mission of the Customer Experience & Success (CE&S) organization is to empower customers to accelerate business value through differentiated customer experiences that leverage Microsoft's products, services, and partnerships. Come join CE&S and help us build a future where customers achieve their business outcomes faster with technology that does more.

This role is flexible in that you can work up to (50%- 75%) from home.

Responsibilities

Customer Relationship Management

- Nurture, establish, and expand relationships with key C-level customer stakeholders to enable clear understanding of customer priorities and goals to align quality solution planning, delivery execution and governance.

Customer Success Leadership - Consumption Leadership

- Lead the delivery of Microsoft solutions and take ownership of team orchestration and coordination that accelerates production level consumption and customer adoption across all three clouds.

- Ensure there is alignment to top customer priorities to help our customers get value from their Microsoft investments and leverage support agreement to achieve their goals.

Technical Relevance

- Develop technical competency across a breadth of Solution areas which supports customer advice, connecting their business goals to Microsoft solutions

Customer Success Leadership – Customer Strategy and Growth

- Identify, establish and own relationships to uncover customer opportunities and guide value driven deliveries that increase velocity of deployment and adoption of their Microsoft investments.
- Partner with Account team peers to review customer opportunities, drive conversations with customer leadership that define and prioritize the strategic alignment between your customer's and Microsoft's goals and objectives.

Customer Success leadership - Delivery and program Management

- Leads the strategic execution of program planning and customer-facing program reviews, prioritization of engagements, and management of key stakeholder and executive expectations to address agreed-upon customer outcomes and account priorities to deliver ongoing customer success.

Microsoft's mission is to empower every person and every organization on the planet to achieve more. As employees we come together with a growth mindset, innovate to empower others, and collaborate to realize our shared goals. Each day we build on our values of respect, integrity, and accountability to create a culture of inclusion where everyone can thrive at work and beyond.