

Customer Success Manager Dutch & French

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Company: Trend Micro

Location: Belgium

Category: office-and-administrative-support

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At Trend, we are always looking for top talent. We hire capability 1st, and you will work with the best. When you join us, you have direct access to any level, and freedom to make an impact and influence. With Trend Micro, you drive your own development. You are recognised for your passion to succeed, and can be the best part of yourself here.

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Customer Success Manager

The Customer Success Manager is responsible for proactively driving customer post-sale activities throughout the customer journey to ensure our enterprise customers receive

maximum value from their solutions. This person should orchestrate an organization's capability to deliver a positive and integrated customer experience and executes programs to drive adoption and growth. The customer success manager gains and leverages account intelligence to drive best practices throughout the customer lifecycle.

The Responsibilities:

Provide proactive on-boarding support to designated customers to ensure a positive customer experience and expedite time to value with a new product or solution

Drive customer adoption and success within the existing install base with a particular focus on our strategic solutions.

Understand a customer's overall use of the organization's products, services, education and support services with the aim of identifying growth opportunities for the account team.

Understand customer's business priorities, overall technology landscape and organization to ensure use of support processes and escalation procedures to drive desired business outcomes

Act as an internal advocate between customers and business functions (e.g. Sales, professional services, education) to ensure the appropriate resources are engaged to address specific obstacles impeding a customer's adoption

Promote customer participation in customer communities and customer usage of available knowledge base and online support tools.

Drive Retention & Growth efforts by ensuring customer success, demonstrating value & identifying opportunities for upselling additional security solutions or services.

Build and maintain strong working relationships with colleagues in sales, services, support, operations, product development and product marketing to cultivate cooperation in customer activities.

Ensure notification of major software releases and any end-of-service/end-of-life announcements are delivered appropriately to the customer.

Management and alignment to Customer success metrics including Customer

retention, Customer Health scores, Customer Satisfaction and loyalty, expansion of Customer adoption of Trend Micro technology.

You Are:

Customer Centric with the ability to influence & build strong relationships with key stakeholders.

Passionate about Cybersecurity Industry and the evolving landscape.

Tenacious, flexible, highly motivated & proactive, and able to manage your time autonomously under tight deadlines

Effective at working independently

Meticulous record keeper with focus on detailed tracking during the life of your customer engagement.

Excellent communicator (both written and verbal) with a strong ability to negotiate, mediate and chair discussions under stressful conditions with ongoing business-critical outages

You Have:

Fluency in English, French and Dutch

Minimum of 2 years' experience in Customer success, support or services with demonstrated competence handling difficult complex scenarios

Background in IT with strong fundamental knowledge in networking, operating systems, troubleshooting, network security & malware; Industry certifications an advantage

IT project management experience

Strong ability to communicate effectively at all levels – including with senior management and technical personnel

Exceptional critical thinking & situation awareness skills with the ability to perceive aspects and solutions that no-one else sees, thinking “out of the box”

The ability to occasionally work flexible hours based on business and customer needs in addition to travel for customer facing meetings or Trend Micro business events

At Trend Micro, we embrace change, empower people, and encourage innovation in a connected world. Our diversity and multicultural workforce are key contributing factors to our success across the globe. We like to have fun while taking our culture seriously. We are an equal opportunity employer and are committed to this regardless of race, colour, religion, sex, nationality, age, citizenship, sexual orientation, marital status, gender identity or veteran status. We do not allow discrimination or harassment of any kind.

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