

Customer Success Senior Specialist

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Company: GfK

Location: , , Pakistan

Category: sales-and-related

CountryPakistanJob FamilyOperationsWe show the world what people want.Join GfK and help us shape tomorrow. As an NIQ company, we are the world's leading consumer intelligence firm, delivering the Full View on consumer behavior. We work to enable manufacturers and retailers better understand what consumers really want. Our name has inspired trust for over 89 years because we take pride in discovering new pathways to sustainable growth for our clients, our people, and our planet.We are always looking for open-minded people who will grow with us, push boundaries, and pioneer disruptive methods in market research, data science, technology, and AI. If you share this passion to drive things forward and the integrity to insist on doing things the right way, we'll equip you to take your future into your own hands and play a leading role in our story.

Job Description

1. Develop and maintain excellent professional relationship with the customer and ensure positive response on their reported concerns
2. Keeping customer engaged with products and services they have purchased from GfK Etilize
3. Ensuring at high-level the customer success KPIs are maintained and further improved during customer experience phase
4. During customer on-boarding, making sure the integration process is smooth and fast time-to-value is realized by customer
5. Build customer loyalty with GfK Etilize and retain customer revenue
6. Advocate for customer business' success
7. Bridge gap between customer and operations for product, project and services delivery and issues resolution
8. Raise red flag to department manager/sales/business on potential risks related to customer
9. Make regular health check via calls, emails and record all communication in CRM to keep a track of all communication. Follow defined communication checklist
10. Run periodic account audits and make sure

customers are getting all products/services and they are integrated as per contract agreements¹¹. In case of account termination, ensure that the access is disabled, and services are removed by regular audit of customer's sources, take screenshots or proofs, and report to account owner¹². Engage with customers in emails/calls for regular follow-ups in order to retain their revenue at the end to every contract term/year¹³. Create reports if needed by sales team. Example, coverage reports¹⁴. Run yearly surveys to track customer satisfaction score and work with cross functional departments to improve satisfaction ratings¹⁵. Work with technical team for support on products and services integration with customer systems¹⁶. Provide pre-sales and post-sales support to account owner and customers¹⁷. Respond, track and verify resolution to any customer reported issue with respect to delivery, quality and coverage of products/services¹⁸. Responding to customer concerns quickly and ensuring fast turnaround time¹⁹. CSM may require providing pre-sales support including running reports, project planning, conference calls, coordination with the team/customer - subject to Manager's approval²⁰. Act as a bridge between organization and the customers to ensure highly efficient and timely delivery²¹. Seek potential upgrade opportunity within their accounts and help account owners to increase sales²². Review customer's website(s) to see if the content is being used as intended, suggest improvements and advise on best implementation practices²³.

Supporting senior team members on their accounts for day-to-day reports and communication with local team on customer issues

Education: Should have a bachelor's degree.

We are an ethical and honest company that is wholly committed to its clients and employees. We are proud to be an inclusive workplace for all and are committed to equal employment opportunity, focusing on all of our employees reaching their full potential. We respect and value every employee regardless of race, ethnicity, gender, sex, sexual orientation, age, personality, experience, culture, faith, socio-economic status, or physical or mental disabilities. We endorse the core principles and rights set forth in the United Nations Declaration of Human Rights and the Social Charter of Fundamental Rights of the European Union, promoting the universal values of human dignity, freedom, equality, and solidarity. Learn more about how we are driving diversity and inclusion in everything we do on: <https://www.gfk.com/about-gfk/diversity-and-inclusion>

At GfK we work collaboratively with our colleagues but offer a flexible working approach, including dividing our time between office & remote working as well as the opportunity to flex our working hours around team core hours. We offer an exciting work environment that brings people together. We encourage an entrepreneurial and innovative

spirit and make use of the latest digital technologies. We are looking for self-starters, who accept challenges and create solutions. Can there be a better place to take center stage in the digital revolution? We are excited to get to know you!

#J-18808-Ljbffr

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