

Director, Customer Success

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Company: DigitalOcean LLC

Location: , , Pakistan

Category: other-general

Do you ever wonder what happens inside the cloud? DigitalOcean (NYSE: DOCN) simplifies cloud computing so builders can spend more time creating software that changes the world. With our mission-critical infrastructure and fully managed offerings, DigitalOcean enables startups and small and medium-sized businesses (SMBs) to rapidly deploy and scale modern applications. As a remote-first organization, our employees, like our customers, are based around the world. We are looking for a Director of Customer Success, who will be responsible to retain and grow existing customers by building a value based relationship with them. As the Director of Customer Success, you will play a pivotal role in our leadership team, combining your expertise in customer success with a strong background in sales. Your primary responsibility will be to ensure customer satisfaction and loyalty while identifying opportunities for growth and sales. You will lead a dynamic team of customer success professionals, fostering strong relationships with our clients and contributing to our revenue growth through upselling and cross-selling initiatives.

What You'll Be Doing:

- Customer Success Management:** Develop and implement strategies to increase product adoption, customer loyalty and retention and enhance customer satisfaction while actively setting and contributing to churn reduction tactics.
- Strategic Planning:** Align customer success strategies with overall business goals, contributing to revenue growth and customer base expansion.
- Team Leadership and Development:** Recruit, mentor, and manage a customer success team, promoting a culture of excellence and continuous improvement.
- Sales Integration:** Utilize your sales experience to identify and capitalize on upselling and cross-selling opportunities within the existing customer base.
- Cross-**

Functional Collaboration: Work closely with sales, marketing, and product to create and optimize the upsell and cross-sell strategies deployed by the CS team.

Customer Relationship Management: Coach CS team to establish and maintain strong relationships with key clients, understanding their needs, and ensuring they receive exceptional service.

Analytics and Feedback: Utilize data and customer feedback to improve service delivery, customer engagement, and satisfaction levels.

Process Optimization: Continuously review and optimize customer success processes and practices for efficiency and effectiveness.

Compensation: Draft, implement and optimize compensation plan for the CS team with the goal of encouraging productivity and performance and rewarding customer-goal and business-goal achievement.

Reporting and Communication: Regularly report on customer success metrics and insights to the leadership team, informing strategic decisions.

What We'll Expect From You: Proven experience in customer success, with a background in sales, preferably in a SaaS or technology-related industry. Minimum of 8 years of relevant experience, with at least 5 years in a leadership role. Excellent interpersonal and relationship-building skills, with a customer-first mindset. Strong analytical abilities and experience using data to inform decisions and strategies. Proven track record of achieving or exceeding retention and sales targets. Exceptional communication and team management skills. Bachelor's degree in Business, Marketing, or a related field; a Master's degree is a plus.

Why You'll Like Working for DigitalOcean: We reward our employees. The salary range for this position is based on relevant years of experience and skills. Employees may qualify for a bonus in addition to base salary; bonus amounts are determined based on company and individual performance. We also provide equity compensation to eligible employees including grants of equity upon hire and the option to participate in our Employee Stock Purchase Program. We value development. You will work with some of the smartest and most interesting people in the industry. We are a high-performance organization that is always challenging our teams and employees to continuously grow. We maintain a growth mindset in everything we do and invest deeply in employee development through formalized mentorship and other internal programs. We provide all employees with reimbursement for relevant conferences, training, and education. We care about your well-being. In addition to cash and equity compensation, we also offer employees a competitive array of benefits. In the United States, these include health insurance, unlimited vacation, retirement benefits, a generous parental leave program, and additional resources to support employees' overall well-being. While the philosophy around our

benefits is the same worldwide, specific benefits may vary in other countries due to local regulations and preferences. We value diversity and inclusivity. We are an equal opportunity employer and we do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*This is a remote role#LI-Remote

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