



About Esri Malaysia

We are a multi-national organization specializing in enterprise software solution for large public sector customers, GLC and corporates in Malaysia. We expanded our business to Malaysia in 1983 and have since developed a loyal customer base leveraging on strong brand recognition, globally proven solution and industry expertise in Malaysia, South Asia and USA. We have largest market share and business growth is promising. Existing pool of resources can provide high quality consultancy services, project implementation and comprehensive customer support. However due to rapid growth we seek qualified and enthusiastic professionals with various skill sets and positive attitude to be part of our growth expansion.

Customer Success Manager

Overview

With a collaborative, passionate and client-centric mindset, the person that takes on this challenge, will partner with our clients to drive impactful outcomes from their investment in GIS or Geographic Information Systems technology.

By understanding their business and required outcomes, as CSM (Customer Success Manager) for Esri Malaysia, you will lead, energise and drive teams across Esri Malaysia to deliver values for our clients.

CSM will ensure the smooth and effective adoption of their GIS technology – ultimately leading to contract growth and renewal.

Key accountabilities	
»	Delivering high-quality scalable applications
»	Business discipline
»	Contribution to the team
»	Productivity
»	Innovation

Role and responsibilities

- » Developing strategic and tactical plans to elevate awareness, adoption and expansion of Esri technology and solutions.
- » Identifying and influencing key decision-makers at all levels across the designated client portfolio.
- » Building relationships with key personnel to generate and develop ideas.
- » Coordinating the efforts of Esri Malaysia's cross-functional teams that provide appropriate solutions to the clients.
- » Contribute to the further development of Esri Malaysia's client success program and to facilitate the adoption of client centric thinking within the office, team and the wider company.
- » Overall responsibility for the client experience with assigned clients – demonstrated by an improvement in the client health throughout the entire client journey.
- » Responsible for operationalising our client success program through an engagement model which consists of four distinct client life cycle objectives: Land; Adopt; Expand and Renew.

Personal requirements

Core Skills and Attributes

- » 5 years' experience as a technical account manager or senior business analyst consultant
- » A bachelor's degree in associated business disciplines (Computer Science, Information Technology, Geography, Geospatial Science, Remote Sensing and/or Surveying);
- » Proven ability to develop and secure relationships at all levels within a large client organisation;
- » Experience in relationship building that supports adoption, drives value and leads to increased revenue opportunities within new and existing clients;
- » Strong sales cycle knowledge and experience, particularly technology software and solution sales;
- » Proven ability to translate wider industry trends and understanding of specific industry domains;
- » Success in playing a leading role within an account team framework, including sector and account strategizing and planning using standard sales frameworks;
- » Proven ability to influence and lead cross-functional teams in client pursuits;
- » Effective proposal writing and bid management experience;
- » Flexibility to work outside of standard hours, with the ability to travel, as required;
- » Working rights - You must hold current permanent and full-time working rights in Malaysia