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L&T Careers – Free Job Alert – Customer Success Manager Posts

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 14 - USD 24

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time, Work From Home

Description

L&T Recruitment 2024

About Larsen & Toubro (L&T)

L&T is a name synonymous with engineering excellence in India. Founded in 1946, we've grown into a multinational conglomerate with a presence across various sectors – construction, engineering, technology, and financial services. Our unwavering commitment to innovation and customer focus has positioned us as a leader in building India's infrastructure backbone.

Why Join Us as a Customer Success Manager?

This is your chance to be part of a dynamic team within L&T, shaping the customer journey and driving success for our innovative solutions. As a Customer Success Manager (CSM), you'll play a pivotal role in ensuring our clients maximize the value they derive from our offerings. You'll build strong relationships, proactively address needs, and become a trusted advisor, fostering long-term partnerships.

The Position

We're seeking a passionate and results-oriented Customer Success Manager to join our growing team. This remote position allows you to work from anywhere in India, fostering a healthy work-life balance while contributing to L&T's success story.

Hiring organization

Larsen & Toubro

Date posted

March 23, 2024

Valid through

31.12.2024

APPLY NOW

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Job Summary

As a Customer Success Manager, you'll be the primary point of contact for our valued clients. You'll partner with them throughout their lifecycle, from onboarding to ongoing support. Your responsibilities encompass:

- Building strong relationships with assigned customers: Get to know their business goals, challenges, and pain points.
- Onboarding new customers: Ensure a smooth and efficient integration with our solutions, maximizing their adoption and understanding.
- Proactive customer success: Regularly monitor customer health, identify potential roadblocks, and provide proactive solutions.
- Driving product adoption: Train customers on our offerings, unlocking their full potential and maximizing their value.
- Upselling and cross-selling opportunities: Identify potential areas where our other solutions can further benefit the customer.
- Reporting and analytics: Track key metrics to measure customer success, identify trends, and make data-driven recommendations.
- Collaborate with internal teams: Work seamlessly with product development, engineering, and account management to ensure customer satisfaction.

Key Responsibilities:

- Develop and maintain strong relationships with assigned customers, fostering trust and open communication.
- Onboard new customers, providing comprehensive training and ensuring a seamless transition to using our solutions.
- Proactively identify customer needs, challenges, and opportunities for improvement.
- Develop and implement strategies to drive product adoption and maximize customer success.
- Manage customer expectations and ensure timely resolution to their queries and concerns.
- Track key customer success metrics (e.g., churn rate, Net Promoter Score) and report progress.
- Identify upselling and cross-selling opportunities for additional L&T solutions that fit customer needs.
- Partner with internal teams like product development, engineering, and account management to achieve customer goals.

Required Skills and Qualifications:

- Bachelor's degree in Business Administration, Engineering, or a related field (preferred).
- Minimum 2-3 years of experience in a customer success or account management role (freshers with strong communication and problem-solving skills will also be considered).
- Proven track record of building and maintaining strong client relationships.
- Excellent communication and interpersonal skills, both written and verbal.
- Strong analytical and problem-solving abilities.
- Ability to prioritize multiple tasks and work effectively in a fast-paced environment.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Experience with CRM (Customer Relationship Management) tools is a plus.

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Experience – Fresher or Experienced?

This role is a great fit for both experienced CSMs and enthusiastic professionals looking to launch their careers in customer success. While relevant experience is a plus, we value strong communication, problem-solving skills, and a passion for building customer relationships. If you possess these qualities and are eager to learn, we encourage you to apply!

Why Join L&T?

- **Shape the future:** Be part of a company at the forefront of India's growth, contributing to innovative solutions.
- **Make a real impact:** Your work directly influences customer success, driving positive business outcomes.
- **Growth and development:** We invest in your professional growth with training programs and development opportunities.
- **Remote work flexibility:** Enjoy a healthy work-life balance with the freedom to work from anywhere in India.
- **Competitive compensation and benefits:** We offer an attractive compensation package with health insurance, paid time off, and more.
- **Collaborative and supportive environment:** Work with a team passionate about customer success and dedicated to your professional development.

Application Process:

To apply, please submit your resume and a cover letter outlining your motivation for joining L&T and how your skills align with the position.

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