

Colombia Jobs Expertini®

Customer Success Manager

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Company: Netskope

Location: Colombia

Category: computer-and-mathematical

About Netskope

Today, there's more data and users outside the enterprise than inside, causing the network perimeter as we know it to dissolve. We realized a new perimeter was needed, one that is built in the cloud and follows and protects data wherever it goes, so we started Netskope to redefine Cloud, Network and Data Security.

Since 2012, we have built the market-leading cloud security company and an award-winning culture powered by hundreds of employees spread across offices in Santa Clara, St. Louis, Bangalore, London, Melbourne, Taipei, and Tokyo. Our core values are openness, honesty, and transparency, and we purposely developed our open desk layouts and large meeting spaces to support and promote partnerships, collaboration, and teamwork. From catered lunches and office celebrations to employee recognition events (pre and hopefully post-Covid) and social professional groups such as the Awesome Women of Netskope (AWON), we strive to keep work fun, supportive and interactive. Visit us at [Please follow us on and Twitter.](#)

About the position:

Our Customer Success Managers (CSMs) at Netskope are critical in shaping the experience of our most strategic customers as they onboard and adopt the Netskope Security Cloud platform. As a CSM, you will be partnering closely with your assigned customers to understand their business goals, their cybersecurity strategy and risk posture, and their maturity in terms of cloud adoption. With that knowledge, you will devise a value realization plan that will help your customers navigate their adoption and operationalization journey with the Netskope platform, ensuring a smooth and expedient path to deriving full

value from their Netskope solution.

As a Customer Success Manager, you will partner across the Netskope organization to advocate for your customer - working with Sales teams, Product Management, Support and Engineering to ensure we are providing a joined-up experience across all aspects of the customer relationship.

You have a strong appreciation of the factors involved when organizations define and implement their security strategies; and are able to provide thought leadership and share best practices when working with senior customer stakeholders. You are able to define indicators of success during the adoption journey, leveraging data and analytics to measure progress and propose improvements.

Ideal candidates should be able to effectively build and nurture relationships with senior business and technical stakeholders, and in the process, earn a trusted advisor status across the customer base.

Responsibilities:

Work with customers to develop a value realization plan that outlines how platform adoption will address their cybersecurity requirements, and drive positive business outcomes.

Drive adoption through alignment of product capabilities to customer desired outcomes; demonstrating innovation; and integration with other aspects of your customers' cybersecurity landscape.

Utilize cybersecurity domain expertise to articulate Netskope's value to customers and map solutions to their business objectives and desired outcomes.

Build relationships with customer senior stakeholders, speaking on a frequent cadence to strengthen relationships while uncovering new opportunities to add value.

Conduct quarterly business reviews to document success to date, review adoption and usage metrics, align on executive priorities, provide adoption and usage recommendations & review product roadmap.

Partner with customers to implement and operationalize their Cloud Security change management, governance, and skills programs; as they pertain to implementation of the Netskope platform (for example, SOC integration, building in-house capability etc).

Establish an ongoing cadence of communication with customers across all required levels (from technical users to the C-suite).

Recommend solutions to changing client requirements and roadblocks to adoption, by assessing risks and benefits of possible approaches.

Monitor key performance metrics such as customer satisfaction (NPS score), referenceability, renewal likelihood, adoption maturity, upsell/cross-sell opportunities, and customer engagement.

Identify root causes of any customer dissatisfaction or blockers to adoption, and work with the extended Netskope account team to formulate and implement corrective action plans.

Be a customer advocate within Netskope, influencing product roadmap and improvements, articulating your customer's business context to our Product & Platform teams.

Requirements:

- Essential

Fluency in English.

5+ years of customer success management experience, ideally working with enterprise customers to drive adoption of a technical platform or solution.

Customer-centric and proactive team player that possesses an empathy to drive customer loyalty and adoption

Successful track record working in and navigating large enterprise environments, building trusted relationships at all levels in the organization.

Successful track record of driving product adoption and expansion, through understanding the customer's current situation and desired business outcomes.

Experience of building business aligned cloud and cybersecurity programs.

Able to thrive in a fast-paced start-up environment.

Exceptional follow-through with the ability to manage and drive simultaneous and competing customer requests.

- Desirable

Domain knowledge in the areas of data protection, security operations, threat, risk or identity management; technical pre/post sales experience is ideal.

Strong appreciation of technology in the cloud operations and cybersecurity space; preferred skills include security and networking technologies including Proxies, Next Gen Firewalls, CASB, SSL/IPSec, SSO, DLP and Encryption gateways; particularly in hybrid or cloud environments.

Ability to travel 5-10%.

Education:

Bachelor's Degree

#LI-NN1

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Netskope respects your privacy and is committed to protecting the personal information you share with us, please refer to for more details.

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