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Strategic Account and Partnership Manager

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Company: Infobip Location: Bogotá Category: other-general

The Partnership Manager is an individual contributor, directly reporting to the Regional Head of Partnerships. The main goal for the role is to manage the assigned portfolio of existing Partners proactively, execute account planning, lead generation/demand, joint marketing activities, Partner enablement, forecasting, QBRs, among others, aiming at activating % of signed partners. The Partnership Manager shall assess the co-sell, re-sell, and implementation engagement needs in collaboration with the Sales Organization and actively recruit new Partners if/when those requirements arise. Besides the Sales Organization, the Partnership Manager shall closely collaborate with the Global Partnerships Team, Marketing, Professional Services, Finance, and other functions in the organization in the manner of a responsible business owner, looking after the Company goals. Leads the process of acquiring new partners (local/regional) in alignment with HQ and regional sales management. Signs new partnerships and actively manages existing partnerships to grow, monetize and expand them according to defined revenue/gross profit goals.

Ensures partner compliance with partner agreements and drives adoption of company programs among assigned Partners.

Develops high-value relationships with partners and customers, sends welcome email and all the necessary information to get the partner onboarded, as per playbook and other program guidelines

Ensures Infobip solutions, the sales approach, and go-to-market activities within the region provide value to partners in his/her portfolio.

Facilitates access to Partner Portal (PRM), MindTickle, and other connected features for users of the partner, continuously monitoring the usage of licenses provided to the partner, making sure unused licenses are revoked

Organizes Partnership related events and drives similar initiatives/activities related to improving Infobip's relationship with the partners.

Develops local relationships with Partners and facilitates connection with other internal resources whenever needed.

Monitors partners' sales cycles and helps acquire new customers for an assigned set of idle partners based on scoring

Fuels customer acquisitions and partner growth through continuous management of partnerships in his/her portfolio and collaboration with Infobip's Sales representatives in all relevant markets (based on the portfolio and GTM plans).

Demonstrates market expertise and a deep understanding of partners' organizations and objectives, develops ways for the partners to achieve those through Infobip products and services

Forecasts business growth, tracks and analyzes existing relationships with Partners, and identifies further areas of opportunity for growth, implementing them through QBR sessions with existing and prospective partners.

Meets assigned quarterly targets through existing and target Partnerships in their portfolio.

Proactively leads a joint partner planning process that develops mutual performance objectives, financial targets, and critical milestones associated with productive partner relationships (QBRs), reporting to the Regional Head of Strategic Partnerships whenever those are not likely to be met.

Recognizes opportunities for partners to utilize benefits of the program like MDF, facilitates and helps partners to use those benefits, making sure the benefits are maximizing ROI for Infobip

Ensure the Partner certification program is executed as per standards and the partners' membership level

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