

Account Manager – *This position is not for our headquarters in San Diego. If you live in Chicago or Northern New Jersey, please send us your resume as there might be an opportunity to work remotely.*

Company Description

Certona Corporation is the creator of Resonance®, a real-time personalization and revenue optimization platform for multi-channel retailers. Resonance automates a company's ability to provide relevant, individualized experience and product recommendations in real-time, increasing average order value and revenue per visit. With seven patents pending, the "self-optimizing" system is powered by sophisticated neural networks and a portfolio of algorithms to deliver real-time product, content, and promotional offers through multiple channels – web, email, call center, point-of-sale, and mobile. Clients are typically up and running in less than a month, and include some of the most recognized online and multi-channel retail brands across all popular verticals. For more information, visit www.certona.com.

Position Description

A post-sales position to service the client after the sale and ensure the relationship grows with Certona. Must have at least 3 years experience in developing and maintaining strategic customer relationships; familiarity with e-commerce SaaS models and Internet a plus.

Key Responsibilities:

- Provide post-sales support to assigned accounts to maintain customer satisfaction consistent with continued revenue growth.
- Develop, nurture, and monitor effective communication channels with clients and internal teams for problem resolution, sales initiatives, testimonials, and key executive sponsorships.
- Create, execute and oversee action plans to resolve issues in a timely manner.
- Handle daily support calls and triage problem for timely resolution.
- Continually encourage and monitor broader use of Certona's services within the organization.

Qualifications:

- Effective communicator; both written and oral, able to tailor message format and content to the audience. Active listening skills required
- Team building and leadership skills
- Excellent organizational skills and ability to manage multiple projects to multiple deadlines simultaneously
- Excellent analytical capabilities to breakdown complex tasks into executable, sequential, and measureable steps
- Creative problem solver, able to accomplish goals through a variety of processes and tools
- Ability to deal with complex customer relationships and decision processes

Education:

- BA/BS/Undergraduate is preferred