

Account / Partner Executive (AEX)

Customer Success Germany

Who You Are:

You are a natural leader, bleeding edge technology savvy, with a proven track record of successfully managing and growing accounts through cross- and up-sell, and a burning passion to support and help drive disruptive, positive change in your clients.

You have excellent analytical and problem-solving skills, strategic thinking, uncompromising work ethics and business results orientation. You demonstrate excellent communication and negotiation skills, and are excited to work at a start-up competing head-to-head with industry giants. You share BlackSwan's™ commitment to winning.

Responsibilities:

- Lead the customer or Partner engagement from contact signature through to termination
- Develop the account strategy, provide a vision, build a culture based on trust, openness, effective communication and cooperation and shared objectives

- Establish and deepen senior client and partner relationships to enable long-term strategic alignment and joint growth as a trusted advisor

- Ensure effective internal and external communication; establish & manage communication flows between the customer or Partner and BST

- Ensure that a high level of customer satisfaction is maintained

- Achieve financial targets, including revenue and growth, and manage cash, debts, and assets effectively

- Resolve soft tensions and any red tape between the customer or Partner & BST

- Act as first executive level escalation channel into BST

- Establish and sustain an effective Governance Model in line with the BST standard

- Plan, direct and oversee the services are delivered in accordance with the terms of the contract

- Increase revenue, productivity and profit through business improvement projects, additional volume, and new add-on business through cross- and up-selling

- Ensure that the customer's or Partners needs, key business drivers, decision criteria, win themes, and objectives are understood, defined and met, and remove red tape internally and externally

- Manage and coordinate within BST that appropriate resources are available to ensure contract terms and the customer's or Partner's expectations are satisfied

Requirements:

- Proven experience with selling in an Account and/or Partner environment, business unit management, P&L responsibility

- Experience in contract management and project management

- Fluent English and German (working proficiency), Italian or Spanish is an asset

- Equally at communicating complex technical concepts to non-technical C-Level executives and other stakeholders as in discussing complex solutions with technical teams

- Ability to become a trusted advisor to customers

- Proven experience working for a multinational organisation offering enterprise software

- Proven ability to distill customer's pain points and business drivers, assist in their

translation to business requirements and correctly identify priorities and dependencies

Experience gained in Financial Services\Intelligence\Data\Cyber Industries\Consulting – a big plus

Master’s degree in Information Technology, Computer Science, Engineering or equivalent experience

6+ years experience in Account Executive or similar role

A demonstrated track record of taking ownership of complex initiatives and producing successful outcomes

Demonstrated analytical thinking skills

Organized approach to problem solving

Who We Are:

BlackSwan Technologies is reinventing enterprise software through Agile Intelligence for the Enterprise – a fusion of data, artificial intelligence, and cloud technologies that provides unparalleled business value. Our multi-tiered enterprise offerings include the award-winning platform-as-a-service, ELEMENT, which enables organizations to build enterprise AI applications at scale for any domain quickly and at a fraction of the cost of alternatives. BlackSwan and its global partners also provide industry-proven applications that are ready-made and fully customisable for rapid ROI. These offerings are generating billions of dollars in economic value through digital transformation at renowned global brands. The private company maintains gravity centers in the UK, Europe, Israel, the US, and Sri Lanka.
www.blackswantechnologies.ai

Equal Opportunities:

At BlackSwan Technologies, we prioritize diversity. We celebrate difference and embed it into every aspect of our workplace, from our community to our product. BlackSwan Technologies is proud and committed to providing equal opportunity employment to all individuals regardless of race, color, religion, sex, sexual orientation, citizenship, national origin, disability, Veteran status, or any other characteristic protected by law. In addition, BlackSwan Technologies will accommodate individuals with disabilities or a special need.

Apply