

Technical Account Manager

Delivery Europe

Who You Are

We are looking for a qualified Technical account manager to oversee and address our customers'™ technical needs. You will provide accurate technical service before and after the point of sale, ensuring customer satisfaction.

As a Technical account manager, you should be a tech-savvy professional, able to explain technical details and requirements to a non-technical audience. You should also be results-driven and aspire to achieve specific goals.

Ultimately, you should be able to provide technical, product and business knowledge to support sales process and strengthen customer relationships.

With excellent communication and negotiation skills, you are excited to work at a startup where you will have a chance to compete head-to-head with industry giants.

You share BlackSwan's™ commitment to winning.

Responsibilities

- Provide technical support for customers to support pre-sales and post-sales processes
- Address all product-related queries on time
- Train customers to use products effectively
- Provide developers with customers'™ feedback to help identify potential new features or products
- Report on product performance
- Identify solutions to reduce support costs
- Analyze customers'™ needs and suggest upgrades or additional features to meet their requirements
- Liaise with the sales department to win new business and increase sales
- Establish best practices
- Keep track of sales performance metrics

Requirements

- Proven work experience as a Technical account manager
- Solid technical background with hands on experience in digital technologies
- Familiarity with software and front-end development
- An ability to grasp customers'™ needs and suggest timely solutions
- Excellent verbal and written communication skills
- Strong analytical and problem-solving skills
- Experience gained in Banking/Insurance/Financial Services/Consulting Preferable
- BSc degree in Computer Science or relevant field

Who We Are

BlackSwanTechnologies.ai is a uniquely positioned data science and Intelligence insights product company. In our primary application, we offer enterprise level AI empowered Business Applications to data intensive organisations. We are currently building the world first Cloud AI Operating System (CAIOS) and a Digital Transformation platform

(ELEMENT), which, without much fuss, are already serving some of the world's leading financial institutions. Our advantage lies in an unbelievable blend of human assets, science, engineering, and SaaS capabilities that align very well with a starved industry.

To help you succeed, we provide a supportive environment that fosters collaboration between teams and team members, where learning and professional growth is considered a key part of your success, and of ours. We offer a flexible work environment with a family-friendly work-life balance.

We relentlessly solve problems. We win together.