



Vega is seeking to hire a skilled **Senior Customer Success Manager**. In a rapidly growing cloud startup, you have the opportunity to join an amazing team led by awesome founders, who have over a decade of experience. The ideal prospect is highly productive, fun, and thrives in a fast-paced startup environment.

Our Culture

Our number one goal at Vega is happy culture, happy people, happy clients. In addition, we are obsessed with helping businesses achieve greater security and optimization. We encourage creative problem solving, rapid innovation and bold goal-setting. Our relatively flat organization structure keeps everyone informed and enables people to get involved in solving the problems they care about most. We are a close-knit team moving fast to deliver value to our customers and continue pushing the envelope as we innovate for ease of cost savings & security in the public cloud.

Your Mission

- Develop and deep understanding of Vega products to influence product positioning and messaging. Manage daily customer operations, support effectiveness and key activities.
- Work directly with customers as the liaison between the client and Vega Cloud- You will oversee all client activity, progress and coordination of events and initiatives
- Work closely with Vega internal teams on identification and tracking of enhancement requests and bugs
- Develop strong collaborative relationships with cross-functional teams within the company
- Continually track and provide plans on how to improve customer success KPIs and performance & optimization management
- Collaborate with development team to improve forecasting & reporting. Assess new or missed business opportunities
- Work directly with Vega Cloud engineers to ensure that customer issues are resolved as expediently as possible
- Manage and strengthen primary client relationships by providing a “white glove” experience

Requirments

- Team player with a positive attitude
- Bachelor's degree or equivalent experience in field

- 2+ years' experience which can include: Account Management, Customer Service (servicing internal or external customers) and Helpdesk Support
- Learn quickly and exhibit tech savviness; your curiosity and passion mean that you can get up to speed and have an impact from day one
- Demonstrate relationship management and churn prevention skills, and the ability to engage clients on existing and new products and features
- Team player with a positive attitude
- Understand how to implement and execute on the client lifecycle post-sale
- Excellent analytical and communication skills- verbal and written

Please submit your resume to [**careers@vegacloud.io**](mailto:careers@vegacloud.io) with the title of the role you're seeking as the subject line.