



About us

Domain/Industry: AEC (Architecture| Engineering| Construction) Industry.

Flagship Product: EvA Cloud ERP.

General Description: We are a software product development company focusing on the AEC Domain. Our Products help door and window Manufacturers design doors and windows and generate associated quotation, costing and technical manufacturing reports.

Noteworthy Clientele: Tata Steel, Saint Gobain(France), Asahi Glass, Aparna Group, Deceuninck(Belgium), Aluplast(Germany).

Job Description

Designation: Customer Success Executive

Roles and Responsibilities

Key Account Management:

- Build and maintain strong, long-lasting relationships with clients.
- Provide On-Site/Online Training to customers.
- Technical Support - Telephonic & Email.
- Coordinating the Data Collection & Integration between the client and EvA Database team of profile systems.
- Ensure the integrity of the profile technical data fed into the software.
- Act as the primary point of contact for clients, addressing their needs and concerns in a timely and professional manner.
- Receive calls and resolve issues escalated by the customers and internal staff.
- Ensure project status reports are sent to customers and salespersons periodically.
- Conduct regular reviews and assessments of client accounts to identify areas for improvement and growth.
- Preparing and maintaining Training manuals/ videos to automate the training process.
- Maintaining client data in company CRM.
- Leading a team of support executives to ensure smooth and timely delivery of projects to customers.

New Product Development:

- Market research and requirements gathering for new module and feature development.
- Collecting feedback from existing clients and internal teams to generate points of improvement.
- Preparing BRD documentations & presenting the requirements to the development team via proper presentations and documentation.
- Collaborate with dev teams to ensure delivery of new features to clients.
- Functional Testing of all the features before release.
- Releasing the features to the clients via proper documentation and training manuals.

Business Development:

- Online/Onsite product demonstration to potential clients.
- Develop and implement strategic plans to grow business with key clients.
- Generate new business opportunities with key clients and cross-sell additional products and services

Desired Candidate Profile

- Bachelor's degree in related field.
- Individual contributor with a strong customer focus,
- Strong interpersonal and Communication Skills
- Self-motivated, quick learner and assertive
- Collaborative well-coordinated.
- MSOffice knowledge (Word, Excel, PowerPoint, and Outlook)
- Strong analytical and problem-solving skills.
- Good communication and teamwork skills.
- Attention to detail.