

## Senior Account Manager (GBS/SSC) - Fully Remote

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Company: Sowelo Consulting sp. z o.o. sp. k.

Location: Poznań

Category: other-general

Do you enjoy using sales strategies to maintain existing clients and to bring new business? Would you like to use your financial experience and work on implementation of new technologies? So please, take a few minutes and read about your potential new job. Our client is a fast-growing, agile international consulting firm headquartered in the United Kingdom. They've been focusing on optimizing processes, centricity and technology. One of the many areas they are focusing on is to design and implement next generation activities- reformulating operating models, optimizing processes and installing automation. As a Senior Account Manager, you will resolve any issues that arise to ensure customers are satisfied with our services. In this role, you should be an excellent communicator who's able to grasp customer needs and brainstorm ways to fulfill them. Your tasks will include: Fostering relationships with key employees within the internal customer base Developing plans to address clients' business needs and provide guidance on creating profitable processes Cultivate client loyalty and maintain strong relationships to drive significant sales growth through regular meetings Serve as the main point of contact for complaints and escalate issues as necessary Support the sales team in upselling or cross-selling services and products Generate new business opportunities and conduct extensive market research to gain a deep understanding of clients' business needs Ensure adherence to contract terms by both the company and clients Analyze the competition to identify innovative strategies for customer retention Establish sales and revenue targets and diligently work to achieve them Collaborate with internal teams, including sales, engineers, and senior management, to meet customers' needs Maintain accurate client records in our clients CRM system To be a good fit for the

Senior Account Manager role, you will have: 3+ years experience in growing accounts in a GBS/SSC/BPO company You hold a BSc/BA in Business Administration, Marketing or a related field Experience in understanding of processes, regulations, and industry best practices (O2C, R2R, P2P) Proven experience in business development and sales Proven track record of meeting and exceeding targets Experience in tracking relevant KPIs (e.g. customer satisfaction) MS Office experience, with working knowledge of CRM platforms (e.g. Salesforce) Excellent communication, prospecting and negotiation skills Results oriented & customer service Strong presentation skills Building and maintaining client relationships

Keys to success: Exceptional written and verbal communication skills in English Self-initiative and a strong desire to take ownership of the project management function You can identify ways in which to grow accounts & propose commercial models that create win-win scenarios You communicate clearly and effectively with clients. You can analyze situations and view the implications of certain decisions from a critical perspective You have a problem-solving aptitude and you are a team player

Reasons to join: Permanent contract collaboration and pension scheme. You will be working fully remote in a stable, multinational company located in the UK working with the latest technologies. You will have the opportunity of self development while working in a flexible schedule while maintaining a healthy work-life balance. Sounds interesting? Send us your CV by applying on this page. The provision of personal data by you is fully voluntary and the basis for their processing is your consent. We have prepared some necessary information, you can find in document: "Information regarding the processing of your personal data" . There you will find how your Personal Data is being processed and what your rights are in connection to this. The personal data will be processed by Sowelo Consulting spółka z ograniczoną odpowiedzialnością spółka komandytowa with its registered seat in Cracow (Limited Partnership) registered in National Court Register (KRS) under no. 0000680493, Sowelo Consulting spółka z ograniczoną odpowiedzialnością (LLC) with its registered seat in Cracow registered in National Court Register (KRS) under no. 0000671136, our Employees and Subcontractors (jointly referred to as the Company). Sowelo Consulting sp. z o.o. sp. k. is entered in the register of employment agencies under the number: 17107 IT

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