

## Implementation Specialist - Customer Success

Location: Arlington, Virginia (this is a non-remote position)

ExecVision uniquely empowers organizations to coach people efficiently at scale, improving rep performance, and driving human behavior change. ExecVision analyzes existing call recordings by leveraging AI to unlock key insights, flag coachable moments, interpret emotion, and compare outcomes. This provides managers with insights into what is and isn't working on every call, and what differentiates top performers from everyone else.

ExecVision's customer base has grown rapidly in the last year, and we're in need of more amazing Customer Success Team members to deliver exceptional service to the most important people in our world - customers!

You'll act as the main POC for active customer implementations, responsible for ensuring a successful software deployment for customers - to do so, you'll regularly work with our Support Team and Data Engineering Team to ensure customers are well represented.

### To be wildly successful, you'll need to:

- Oversee implementation and customizations for newly acquired accounts and changes to current customers' integration points
  - You'll work closely with Support and Tech resources to ensure accounts are successfully implemented.
- Proven ability to communicate technically and non-technically to customer stakeholders and internal teams.
- Coordinate with customers to design project scope and objectives, and ensure achievement within required timeframe and monitor completion of all projects.
- Assist customers in optimal utilization of all software tools and provide technical assistance
- Develop new processes and recommend improvements to all procedures and ensure optimal level of customer satisfaction at all times.
- Identify and resolve all implementation issues prior to go-live
- Coordinate with internal and external stakeholders to ensure project completion within required timeframe and according to contract.
- Take ownership of new customers' onboarding experience, from kick-off calls to setup and configuration.

### **Skills and Specifications:**

- Able to work in fast-paced, self-directed entrepreneurial environment.
- Prominent organization and presentation skills.
- Excellent time management skills.
- Highly energetic and self-starter.
- Decision-making, problem resolution and creative thinking skills
- Able to multitask the activities with shifting priorities.

### **Qualifications**

- 2+ Years of Salesforce experience
- 2 - 4 Years in a SaaS environment, must possess one or both below:
- 2+ years of Customer Success
- 2+ Years of technical implementations
- 1+ Years preferred experience in project coordination
- 1+ Year experience working and closing customer renewals
- Understanding of Sales Methodologies preferred

To apply to this position please send your resume and cover letter to [info@execvision.io](mailto:info@execvision.io)

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