



Customer Success Specialist

ROLE Customer Success Specialist	LOCATION Mumbai, Gurugram, Bengaluru	DEPARTMENT Customer Success
--	---	---------------------------------------

▪ ABOUT LOCOBUZZ

Locobuzz builds AI-powered Customer Experience technology that helps global brands listen, engage, and respond to customers across every digital channel; social, messaging, reviews, and support. Our platform combines social intelligence, conversational AI, and workflow automation to manage millions of customer interactions at scale. Leading brands across industries run their CX operations on Locobuzz.

▪ ABOUT THE ROLE

As a Customer Success Specialist at Locobuzz, you will guide new customers through onboarding, maintain strong customer relationships, and ensure they derive maximum value from our products and services. You will act as a customer advocate within the company, provide expert product advice, proactively engage with customers, and drive retention and growth.

▪ KEY RESPONSIBILITIES

- Guide new customers through onboarding, conducting sessions and training to ensure a smooth transition onto Locobuzz products
- Build and maintain strong, long-lasting customer relationships, checking in regularly to assess satisfaction and address concerns
- Act as the voice of the customer internally, feeding back to improve product features and representing customer interests in planning sessions
- Develop deep product expertise and stay current on product developments and industry trends to advise customers effectively
- Proactively monitor customer health metrics, anticipate needs, and reach out to address issues before they escalate
- Resolve customer concerns promptly, coordinating with internal teams and tracking issues to closure
- Drive customer retention and identify upselling and cross-selling opportunities to maximise customer lifetime value
- Track and report on customer success metrics, using data-driven insights to inform strategy

▪ KEY SKILLS / WHAT WE'RE LOOKING FOR

- Bachelor's degree in Business, Marketing, Communications, or a related field
- Proven experience in customer success, account management, or a similar role in a SaaS company
- Understanding of AI technologies, Big Data, and Machine Learning is a plus
- Excellent communication, interpersonal, and presentation skills
- Ability to build strong relationships and manage multiple stakeholders
- Proactive and self-motivated, able to work independently and as part of a team
- Strong analytical skills, with experience using customer success tools and CRM systems



▪ WHY LOCOBUZZ?

- Own the full customer journey at a fast-growing, AI-powered CX platform
- Access continuous learning and upskilling opportunities
- Be part of a collaborative culture built on open communication and shared goals
- Comprehensive medical coverage for you and your family