

**About LocoBuzz:**

Locobuzz is a SaaS platform that converges with technologies such as Artificial Intelligence, Machine Learning, Big Data Analytics, and Automation, to provide brands with a 360 degree Customer Experience Management Suite. Locobuzz's powerful analytics algorithms have helped seasoned brands establish a strong foothold in the digital hemisphere and transformed their customer experience journeys.

Visit our website [LocoBuzz](#) for more information on our CX management products and services

Position: Customer Success Manager

Location: Sakinaka, Andheri East

Position Overview: The Customer Success Manager (Revenue Generation) is responsible for managing a portfolio of enterprise clients while focusing on driving revenue growth, increasing product adoption, and retaining and expanding accounts. This role combines strategic account management, solution consulting, and business development within existing customers.

Roles & Responsibilities**1. Strategic Customer Relationship Management**

- Manage end-to-end relationships across marketing, digital, CX, customer care, and leadership teams.
- Conduct regular WBRs/MBRs/QBRs and maintain deep understanding of client business, KPIs, and digital maturity.
- Expand stakeholder networks to strengthen influence and upsell opportunities.

2. Revenue Growth (Upsell & Cross-Sell)

- Identify gaps and propose upgrades—modules, feature packs, integrations, licenses, channels, etc.
- Maintain structured upsell/expansion plans with accurate revenue forecasting.
- Collaborate with Sales on pricing, negotiations, and closures.
- Lead cross-functional solution pitches.

3. Onboarding & Deployment

- Coordinate with Implementation/Product/Tech for smooth onboarding.
- Create onboarding plans, set up assets, integrations, and workflows.
- Train client teams for complete platform adoption.

4. Product Adoption & Consumption

- Monitor usage metrics and drive adoption of all activated modules (>80% utilization).
- Build workflows aligned with client CX processes.
- Promote new features, betas, and product enhancements.

5. Insights, Analytics & Performance

- Own performance across all enabled features (TAT, sentiment, ticket accuracy, SLAs).
- Ensure data quality, correct configurations, and accurate reporting.
- Deliver quarterly insights and value-impact reports.

6. Renewal & Retention

- Manage end-to-end renewals—initiation to closure.
- Showcase ROI through insights and usage data.
- Identify churn risks early and execute mitigation plans.

7. Issue & Escalation Management

- Monitor platform health and proactively flag issues.
- Partner with Tech/Product to resolve SEV 1/2 escalations.
- Track resolution timelines and maintain high CSAT.

8. Internal Collaboration

- Provide customer intelligence to Product, Sales, and Marketing.
- Support roadmap alignment, case studies, and cross-functional projects.

9. Documentation & Process Excellence

- Maintain complete account documentation and CRM hygiene.
- Standardize playbooks for activation, adoption, and escalation.
- Contribute to internal training and best practices.

10. Market Intelligence & Product Expertise

- Stay updated on CX, Martech, AI, and competitor trends.
- Act as a product expert, giving demos and strategic recommendations.

Skills & Qualifications

Must-Have

- 3–4 years in Customer Success/Account Management (Enterprise).
- Proven upsell & revenue ownership.
- Strong understanding of digital marketing, social media & CX.
- Excellent communication and stakeholder management.

Success Indicators

- Achievement of quarterly/annual revenue targets.
- High product adoption & consistent usage.
- High CSAT and strong client retention.
- Account expansion and increased wallet share.

Benefits:

- **Opportunity to Work in a Fast-Paced and Dynamic Organization:** At Locobuzz, we thrive on innovation and agility. You'll have the chance to work in an environment where every day brings new challenges and opportunities for growth. Your contributions will make a real impact on our dynamic organization.
- **Learning and Upskilling:** At Locobuzz we believe in continuous learning and development. You'll have access to resources and support for your professional development, which may include training, workshops, and opportunities to expand your skill set.
- **Collaborative Workplace:** Collaboration is at the heart of our culture. You'll be part of a team that values open communication, knowledge sharing, and working together to achieve common goals. Your ideas and insights will be heard and respected, fostering a sense of belonging within our collaborative workplace.