



Department of school education

Sheet No.56

Career of the day Tuesday

Customer Success Specialist

Date 04/01/2022

Introduction

Customer Success specialist develops and maintains long term business relationship by serving as an internal advocate and client liaison. They have soft and hard skills required to master technology and manage customer relationships. They are driven to uncover the root cause of a problem, quickly analyze potential solution and make clear and informed recommendations. They have good communication, organization and time management skills.

What do they do

They help craft the company's customer success strategies, building strong relationships with customers and collaborating with cross functional leaders internally to deliver consistently excellent customer experience.

Required Skills

1. Experience in communications, marketing, sales, accounts management
2. Planning and Project management skills
3. Analytical and process oriented mindset.
4. Active team player, self-starter and multitasker

Preferred Qualification

1. Bachelor's degree
2. Knowledge of sales force and project management tools
3. Event planning

For details visit Mashaal website,
contact your school counselor or visit
Punjab Career Portal

By Mashaal Team

Mon- Sciences, Tuesday- emerging career, Wednesday- Arts, Thursday- Commerce
Friday- Sports, Saturday- Entrepreneurship/Vocational/ NSQF/ Employment Generation