

# Customer Onboarding & Success Manager (w/m/d)

 Cologne or Tychy

 Full time

 ASAP

 Permanent

We are a well-financed start-up with senior founders solving a problem of process and automation discovery we experienced in our daily consulting work. We are using state of the art technologies including artificial intelligence to show results and solutions not known in the industry until now. Our motivated team is constantly growing. We are currently looking for hands-on colleagues joining our exciting endeavor! Our teams are located in exciting office locations in Cologne and Katowice.



## Your Tasks

- o Inspire and engage customers in their process automation journey
- o Facilitate customer onboarding and drive project deployment from a business perspective
- o Manage deployment and usability gaps/issues in direct collaboration with the customer
- o Industrialize customer onboarding and success operating model (e.g. process, governance, tools, interaction, KPIs, Trainings, etc)
- o Drive customer intelligence and excitement programs and constantly improve the way we engage with our customers and the way we work



## Your Profile

- o At least 2-5 years experience in business project management in the private sector (consulting background is a plus)
- o Experience in interacting with different project stakeholders with different seniority and cultural background
- o Experienced in managing customer interaction and demonstrated tactics to deal elegantly with critical situations
- o Demonstrated ability to explain complex technical products in a simple way
- o Effective communication skills in English (additional languages are a plus)
- o Highly motivated to work in a dynamic and entrepreneurial environment and ready to exceed customer expectations



## We offer

- o Joining a strong, fast growing multinational team with a professional approach, sharing knowledge and cracking exciting problems together
- o State-of-the-art working environment, lots of data to work with and colleagues enjoying to do so together with you
- o An outstanding team and office located in Cologne or Katowice
- o Start-up flair paired with professional group experience

If you are interested in joining our team, please send your CV/Resume to [recruitment@kyp.ai](mailto:recruitment@kyp.ai) and use the title "Customer Onboarding & Success Manager" - your contact person will be Marta.

Curious? Find out more on our website <https://www.kyp.ai/>