PM - Implementation Manager / Customer Success Manager

Do you excel in project management? Are you results driven with proven record of completing projects on time? Are you good at explaining technical details to non-technical audiences? If so, when we want to hear from you! Clarip is looking for Customer Success managers / Implementation managers to join our team. Clarip's patented Hybrid Artificial Intelligence technology is disrupting the fast growing Data Privacy industry. Clarip's technology is used by the Fortune 500 companies to help protect customer data and comply with the privacy laws around the world.

Requirements

- Bachelors degree in **Computer Science** or relevant field
- 4-5 years of experience in **managing product implementations or IT projects** and delivery
- Experience as a technical project manager overseeing product implementations for large enterprise customers
- Technical background with experience using SQL databases
- Knowledge of the software development lifecycle and AGILE SCRUM
- Requirements gathering and business analysis skills
- Good verbal and written communication skills
- Strong analytical and problem-solving skills
- Skilled at writing proposals, documentation and project plans
- Good at using agile project management techniques
- Interested to learn and up to date with new emerging technologies
- Able and willing to go extra mile to reach your goals

Responsibilities

- Manage and deliver projects on-time
- Conduct multiple projects and client implementations / deployments simultaneously
- Oversee scope across multiple client engagements
- Train customers to use products effectively
- Delivering and communicating ROI for our clients, throughout the customer lifecycle
- Being the trusted partner for the customer on use-case and product

functionality
- Provide developers with customers' feedback to help identify potential new features or help fix bugs
- **Proactively manage customer expectations**
- Evaluate customers' needs and propose upgrades or additional features to the core product meet their requirements
- Be a trusted advisor and lead the product and solution implementation
- Maintain detailed documentation of implementation tasks and deadlines
- Capture meeting minutes and keep track of all customer issues
- **Keep customers satisfied - Wow the customer at every opportunity**
- Be the voice of the customer within the company and make continuous improvements to delivery

What we offer

- A career in a fast growing technology company
- Contributing to something that is truly impacting people's lives
- Becoming part of the movement that cares about data privacy
- Excellent compensation and unlimited growth opportunity

Compensation

- Competitive salary, based on the experience
- Performance bonus
- Stock options
- Paid vacation

Please send resumes to jobs@clarip.com