

Customer Success Manager - Insights

We're looking for a manager with a strong analytical background to own, manage, and grow our API partner/client relationships.

The position reports to our Sr. Director of Customer Success and is remote.

What you'll do:

You'll lead the onboarding and integration process for each partner and continuously monitor performance and growth.

- Analyze large amounts of data and identify the true root cause of performance
- Use data to educate partners and clients on best practices, and offer ongoing optimization recommendations to drive long-term customer success and value realization
- Partner cross-functionally with product and engineering teams to deliver solutions that maximize growth
- Help create and document standard operating procedures
- Create reports and analyses to understand clients' business goals, anticipate future needs and identify solutions
- Provide reports on health metrics back to stakeholders
- Proactively identify and escalate issues, and assist with troubleshooting
- Help business leaders identify opportunities and expand our offerings

Top performers will:

Be driven to make an impact

- ensuring successful integrations and driving API performance and growth
- working directly with our product managers, developers, and most importantly, our clients
- enjoy working cross-functionally

Possess strong technical chops

- 3-5 years of customer success (client-facing role) experience and familiarity with API integrations
- Background in market research sampling, having SQL is a plus
- Experienced with creating and analyzing large amounts of data using Tableau, MixPanel, Datadog, PowerBI, etc.
- Proficient skill in Excel and PowerPoint
- Bachelor's degree in Business, Science or other related fields or equivalent work experience at high growth tech startups in SaaS, Data and/or MarTech

Love problem-solving and using critical thinking skills

- Facilitate a shared understanding of the problem and possible solutions with clients
- Great understanding of how data-driven decision-making transforms a product or business

Be able to execute, execute, execute

- Execute against clearly defined goals both tactically and strategically by organizing and developing initiatives that deliver results.
- Ability to work in a fast-paced, high-growth environment
- Strong verbal and written communication skills

Have a desire to learn

- Gain technical experience as it pertains to this product and for technical support to the client
- Ability to quickly adapt to changing priorities and generate innovative solutions

DISQO is an equal opportunity employer that celebrates diversity and is committed to creating an inclusive environment for all employees.