



2 Greenway Plaza, Suite 1020 • Houston, Texas 77046 USA
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GulfEnergyInfo.com

Gulf Energy Information is seeking an experienced *Customer Success Manager*. The ideal candidate will be accountable and responsible for developing Customer relationships that promote retention and loyalty for all GEI customers, including onboarding, training and successful Adoption of GEI Data.

The Customer Success Manager will:

Responsibilities

- Manage planning phase of the customer lifecycle post-sales for GEI customers, including onboarding, training and successful adoption of GEI Data
- Provide recommendations to customer for additional services to effectively hit their business goals leveraging GEI's data platform
- Develop and maintain a deep understanding of both the GEI suite of Data solutions and our customers' specific needs in support of their ongoing usage
- Measure usage and lead commercial renewal negotiations through proactive planning and communication
- Work closely with Territory Sales Managers to identify and execute Enterprise/Strategic opportunities
- Work closely with Product and Research teams to identify and prioritize strategic product enhancements
- Function as the voice of the customer to provide internal feedback on how GEI Data Solutions can better serve our customers
- Complete related tasks as assigned

Requirements

- 3 - 5 years' experience in customer-facing, problem-solving positions in data companies
- Experience working with customers to understand operational challenges and tying that back to the business value involved in enterprise-wide deployments



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- Experience and comfort working with multiple stakeholders across large organizations
- Curiosity to learn about new businesses and industries, and the ability to quickly grasp and make effective use of industry- and company-specific terminology
- Enthusiastic and energized by interaction with many different people
- Experience with technology platforms

We are a dynamic and growing company and this position is for the new brands we are introducing over the next few months.

This role is an office-based staff position with excellent benefits and a competitive salary.

Please send your resume to resumes@gulfpub.com. No phone calls please.