



CUSTOMER SUCCESS MANAGER

FUNCTION: A Customer Success Manager serves as a dedicated advocate for clients, championing their cybersecurity interests and advocating for measures to enhance the security of their businesses. They work closely with clients to understand their unique security needs and challenges, providing guidance, support, and recommendations to help them strengthen their security posture and protect their valuable assets.

COMMON QUALIFICATIONS

- Project management skills and certification
- Customer experience background
- High emotional intelligence (EQ)
- Understands cyber security space



ABILITIES



Security Quarterback: Leads the charge in ensuring that clients' security needs are met effectively and efficiently by orchestrating efforts across internal teams and departments to ensure seamless strategy and execution of security initiatives and deliverables.



Spreadsheet Jockey: Maneuvering through vast amounts of data, a Customer Success Manager has unparalleled proficiency in spreadsheets, using it as their primary tool to organize, extract insights and drive decisions.



Empathetic Advisor: Serves as a trusted advisor and confidant for individuals and organizations, gets to know clients (both personally and professionally) and is always there for support.



Success Enabler: As the voice of the customer, they act as a problem solver, leveraging expertise to identify, analyze and resolve issues that may impact the success of a client. They also have regular client cadences on a weekly, monthly, and quarterly basis.



Feedback Facilitator: Fosters strong partnerships with clients by prioritizing transparent feedback, engaging in open and honest conversations by sharing insights, challenges, and suggestions without reservation. This transparency builds loyalty and fosters a culture of trust with their clients.

“The right partner is the best defense.”





BINARY DEFENSE™


CUSTOMER SUCCESS MANAGER




PERSONALITY TRAITS

 **Attentive Ear:** Possesses exceptional listening skills, allowing them to understand customers' needs, concerns, and preferences with precision. They are not afraid to seek clarification when necessary, asking open-ended questions to ensure they have a complete understanding of a client's needs.

 **Organizational Excellence:** In their pivotal role orchestrating various tasks for various clients, a Customer Success Manager has impeccable organizational skills for effectively managing customer success initiatives. They excel at prioritizing tasks and initiatives based on their importance and urgency, ensuring that critical customer needs are addressed promptly and efficiently.

 **Warmth Warden:** Radiates a friendly and approachable attitude, making them a beacon of positivity and reassurance. They understand the importance of building genuine connections with clients to withstand the cycles of security.

 **Persuasive Communication:** Skilled in the art of persuasion, a Customer Success Manager rallies support and cooperation from colleagues and stakeholders within the organization. They sell the value and importance of client engagements in a way that resonates with colleagues and motivates them to participate.

RALLIES SUPPORT AND COOPERATION FROM COLLEAGUES AND STAKEHOLDERS WITHIN THE ORGANIZATION



THEY HAVE IMPECCABLE ORGANIZATIONAL SKILLS FOR EFFECTIVELY MANAGING CUSTOMER SUCCESS INITIATIVES



STANDARD EQUIPMENT

- All forms of communication: Phones, texts, emails
- Microsoft Office Tools, especially Excel and PowerPoint
- Software to capture key takeaways and meeting notes
- Customer Success Software
- Whiteboards for onsite strategizing

FIERCELY PROTECTING YOUR EVERYTHING

Meet all the Defenders at BinaryDefense.com



The Right Partner is the Best Defense