Customer Success Manager

About Apptimize:

Apptimize is transforming mobile development by enabling mobile teams to instantly change their native apps whenever they want, with zero coding and no re-deployment. We believe mobile apps are how every person will interact with every company, and that mobile development is the future of how people will innovate. Join us for the most exciting, rewarding, and accelerated growth period of your life. Candidates often remark we have one of the strongest teams they've ever met, and we're excited for you to join us!

We are looking for curious teammates passionate about new technology, open to giving and receiving feedback without ego, intensely focused on the right things, and committed to our work. Founded in 2013, we are a 2 year old, Y Combinator, venture backed startup. We're 20 people and have raised >$6MM.

About the Role:

Apptimize is looking for an experienced Customer Success Manager to join our rapidly growing team! Our customers include many innovative and successful mobile product companies, such as Orbitz, Vevo, Flipagram, and Hotel Tonight. In this role, you'll be working closely with our customer's product and engineering teams to help them iterate quickly and make data-driven decisions. As an early member of the Apptimize team, you'll also define opportunities that we can pursue as a company to deliver world-class customer success.

Responsibilities:

- Manage all aspects of the post-sales relationship: training and onboarding, A/B testing consultation, product feedback, and renewals
- Build and strengthen relationships with our existing customers, working closely with the sales and product team

- Develop processes that support a diverse range of customer needs, and scale with our rapid growth
- Closely understand a customer's priorities to provide A/B testing guidance, interpret results, and support important decisions
- Be a product expert – you'll know all the best ways to get value out of Apptimize. Help define our product roadmap through customer feedback and recommendations.
- Internally advocate for our customers. Transparently track success and churn risk, escalate and manage important issues

Qualifications:

- 3+ years experience and outstanding track record in consulting, product management or an analytic client services role
- Technical expertise to be able to showcase our solution, explaining its business benefits while tackling technical questions that arise
- Great communication and interpersonal skills. You will need to independently communicate with clients, build relationships across roles and seniority levels, becoming a trusted advisor in helping companies make the most out of our solution
- Innate drive to be successful. As an early stage startup, we need you to take initiative, tackle new obstacles and solve problems we haven't encountered before. Each problem you solve will leave a mark and shape our future
- Team Spirit. You'll be working in a fun but very intense environment, partnering up with extremely geeky people who have low egos and high energy
- Superior academic record at a leading university (quantitative backgrounds preferred)
- Highly Desirable:
  - A/B testing expertise. Customers look to our expert advice and guidance to determine their mobile strategy.
  - Experience with mobile

To apply:

If you're interested in a full time role at our office in Menlo Park, please email jobs@apptimize.com with your resume and cover letter.