

## Customer Success Executive

### About iGuru

Established in 2017, iGuru specialises in educational technology. Our flagship products are iGuru School Management Software, which simplifies and streamlines school administration, and iGuruPrep, a tailored learning system for students in grades 6-12 preparing for competitive exams.

### Job Summary

As a Customer Success Executive at iGuru, you will play a crucial role in building and maintaining robust relationships with our clients. You will serve as the primary liaison between iGuru and our clients, ensuring that they derive maximum value from our software solutions. Your goal will be to enhance customer satisfaction and loyalty, while also identifying and leveraging opportunities for upselling and expanding our services.

### Key Details :

**Customer Success Executive:** 2-3 positions

**Qualifications:** Pursuing or completed a degree in Business, Marketing, or a related field

**Salary Bracket:** 2.4 - 3.6 LPA

**Certificate Requirement:** Any original document has to be submitted plus 1-year guarantee

**Location:** Hyderabad, Hitech City ( On-Site Role)

**Work Arrangement:** 5 days work from the office (Monday - Friday) and 1 day work from home (Saturday)

**Expected Date of Joining:** Immediate to 15 days

**Interview Rounds:** Screening Round, Technical Evaluation Round, HR Round

### Responsibilities

- Act as the primary point of contact for all client interactions, ensuring their needs and concerns are addressed promptly and effectively
- Establish and maintain strong client relationships through regular and proactive communication
- Conduct training sessions and provide ongoing support to clients, ensuring they are proficient in using our software
- Monitor client engagement and satisfaction levels, addressing any issues to improve their experience
- Collaborate with sales, product development, and technical support teams to meet client needs comprehensively

- Identify and capitalise on opportunities for upselling and service expansion
- Provide detailed reports to management regarding client engagement, satisfaction, and growth opportunities

### Qualifications

- Bachelor's degree in Business Administration, Marketing, Computer Science, or a related field
- Demonstrated proficiency in Microsoft Excel
- Exceptional communication and interpersonal skills
- Strong analytical and problem-solving skills, with a creative approach to addressing challenges
- Detail-oriented with the ability to manage multiple projects and priorities effectively
- Capable of working both independently and within a team environment
- Highly motivated with a results-driven approach

### Benefits

- Opportunity to work in a dynamic startup environment with significant learning and growth opportunities
- Close working relationship with senior management, offering great exposure and professional development
- A strong employee-first culture that promotes a collaborative and supportive work environment
- Encouragement for employees to share ideas, collaborate, and support one another in achieving collective goals

Join us at iGuru and gain valuable experience in Customer Success Executive while contributing to our mission of providing quality education to learners worldwide.