Customer Success Manager

We are looking for a Customer Success Manager to strengthen our team in Karlsruhe for our sales activities in Central Europe. Assist and support our customers from the first proof-of-value to the regular renewal and extension of the software solution we provide.

About Us

In pursuit of our mission to revolutionize manufacturing, we transform data into knowledge.

We are an international data science company, specialized in self-learning systems and AI, for data analysis and state prediction in complex systems.

Founded in 2011 originating from the Karlsruhe Institute of Technology (KIT), we deal with the development and implementation of AI solutions from embedded devices to cloud applications at our location in Karlsruhe. Our strength lies in the development and application of tailor-made algorithms for processing sensor and machine data (Industry 4.0).

We always focus on resource-efficient development and seamless integration into existing control and monitoring software. Our successes can be found in a wide range of industries, from medical technology and aviation to building technology and energy supply to means of transport and, last but not least, mechanical engineering. Our customers range from micro-enterprises to large international industrial groups.

What can you expect?

We offer you a diversified collaboration within exciting, international projects in an ambitious and fast-growing company offering a modern working environment as well as all the benefits of a successful company including the possibility of employee participation in the company's success.

Your Key Responsibilities:

- Design and implementation of a successful key account strategy to achieve sales targets and maintain growth objectives through sales initiatives
- Maintaining a good customer relationship with our key accounts
- Supporting the customer in case of difficulties with the account and the systems in their factory
- Coordination of the quotation process and quotation preparation
- Presentation of the new features to existing customers
- Strategic planning and coordination of classic and digital advertising measures with colleagues (m/f/d) and the management

What do we expect?

- Completed studies in business administration or studies with a similar focus
- Technical affinity and interest in AI-based algorithms and software products and their application areas in the B2B sector
- Very good verbal and written communication skills in German and English language
- First experience in sales of cloud software and/or software development services
- Interest in sensor fusion algorithms (e.g. Kalman filter, UKF) and machine learning methods (e.g. neural networks, deep learning, one-shot learning)
- Structured and solution-oriented work style, strong analytical skills and ability to work in a team
- Personal responsibility, reliability and a high sense of quality
- Understanding of product development processes is an advantage

Your Benefits!

- Optimal onboarding and handling of varied tasks with a lot of creative freedom
- Flat hierarchies, cooperation at equal level, room for new ideas
- Development opportunities through independent work, diverse feedback and networking opportunities, social responsibility and sustainable practices
- Attractive, modern workplace in a growing company with excellent public transport accessibility in Karlsruhe
- Modern working environment with the possibility to flexibly switch between home office and attendance
- Team events and team building as well as free drinks in the office: coffee, water, tea

Application

We look forward to receiving your application via email at: career@knowtion.de

Please send your application directly to the managing directors:

Dr. Frederik Beutler, Vesa Klumpp and *Dr. Thomas Kopfstedt*

If you have any further questions, feel free to contact us by phone at: +49 721 486 995-10