

Technical Account Manager

Smartsheet is looking for a Technical Account Manager who will be responsible for building and maintaining post sales relationships with Smartsheet's largest and most complex customers. You will serve as a trusted advisor, ensuring successful Smartsheet deployment and adoption. This high profile role reports to the Director of Sales and is based in Smartsheet's corporate offices in Bellevue, WA

Key responsibilities:

- Provide advice and guidance as the Smartsheet subject matter expert to ensure successful ongoing usage and adoption of Smartsheet
- Design and develop innovative solutions to customer requirements using Smartsheet
- Deliver web based training to user groups to support organizational adoption
- Undertake discovery and education activities to identify opportunities for Smartsheet usage across organizational functions and processes
- Function as a frontline technical resource for "best practice" and informal customer questions
- Engaging with customer support as a customer advocate to ensure speedy resolution of customer issues
- Engaging with Product management as the customer advocate on product roadmap discussions
- Maintain current functional and technical knowledge of Smartsheet service
- Help to document best practices in developing and using Smartsheet
- Last but not the least, deliver and exceed on all performance targets.

Qualifications/Key Requirements:

- 3+ years of experience in a related function is required. Direct customer advocacy and engagement experience in post-sales or professional services functions in Fortune 1000, mid-tier, and/or start-up companies.
- Successfully managed customer engagements to completion and customer satisfaction
- Excellent analytical skills & problem solving skills, combined with the ability to provide quick resolution to problems.
- Exceptional verbal and written organizational, presentation, and communication skills.
- Must be customer service oriented and believe in teamwork, collaboration, adaptability & Initiative.
- Demonstrable success in thinking strategically, executing tactically while providing consistent and high levels of customer satisfaction and retention in a fast-paced environment.
- Competitive & competitively aware. Proficient at explaining strengths & vulnerabilities.
- Willingness to travel periodically based on customer and business need
- Bachelor's degree or equivalent experience.

Smartsheet is a fast growing, dynamic Software as a Service business serving 20,000+ customers in over 80 countries. This role is an opportunity to join us a defining moment and truly make a mark. For the right candidate, this is a career defining opportunity.