

**Customer Success Manager - US**

SOLVE is a US-based financial technology firm with offices in seven countries and a leading provider of real-time observable market data and aggregation solutions across multiple Fixed Income asset classes including all Structured Products, Syndicated Bank Loans, Corporate Bonds, CDS, Converts, BDCs and Municipals.

We are seeking a passionate Customer Success professional to drive exceptional client satisfaction. Join our dynamic team of professionals at SOLVE where innovation meets customer centricity! The Customer Success Manager builds and sustains relationships with clients, ensuring they get the most out of the company’s services by offering continuous training and support on all features and updates.

If you thrive in a fast-paced environment and are dedicated to delivering unparallelled value to clients, we invite you to apply!

**Key Responsibilities:**

* Work with the internal account owner to ensure a healthy account, supporting customer satisfaction and retention
* Develop and maintain strong relationships with client users
* Ensure the highest value is obtained from contracted services
* Work with Product Management and Marketing to align outreach and messaging
* Advise client users of service releases and new features
* Identify opportunities for new business within the account-base
* Provide ongoing training to ensure service adoption
* Work with the account owner to onboard new clients
* Monitor client usage and engagement with our platform, identifying risk and opportunities for improvement and growth
* Collaborate with internal teams to ensure client needs are met and to provide tailored solutions
* Help facilitate that support issues are handled properly and in a timely manner

**Qualifications:**

* Experience in client relationship management or sales within the financial services industry, with a focus on fixed income products, specifically Municipals
* Proven track record of building and maintaining strong client relationships
* Excellent communication, interpersonal, and negotiation skills
* Strong presentation skills with the ability to troubleshoot and problem solve
* Ability to multi-task and work in a fast past environment
* Ability to work independently and as part of a team
* Proficiency in Salesforce

**Preferred Experience:**

* Knowledge of FinTech / Market Data Landscape
* 3+ years in Fixed Income Markets and/or 5+ years Client Success
* Experience in the Municipal Market

Please apply by sending resume and/or LinkedIn profile to:

Shannon McGowan

Global Head of Human Resources

smcgowan@solvefixedincome.com

[www.solvefixedincome.com](http://www.solvefixedincome.com)