

Tecknotrove Systems India Private Limited

Job Title:	Key Account Manager – Post Sales	Department:	Sales
Location:	Andheri	Position Type:	Full Time
Experience:	4-6 years of relevant experience		

About Tecknotrove Systems

Tecknotrove Systems is a young and dynamic technology company headquartered in Mumbai. Tecknotrove is Asia's leading training and simulation company focused on developing simulation and virtual reality solutions for critical applications. We develop immersive training solutions for critical applications for industries like Automotive, Aviation, Mining, Defense, Nuclear, and Industrial safety.

With a team of over 150 talented employees, we have successfully delivered projects in over 26 countries around the world. Our expertise lies in creating virtual worlds for critical applications using simulation and AR/VR technologies. We are headquartered in Andheri, Mumbai, with offices in Delhi and the Middle East and a manufacturing facility in Gujarat.

About Tecknotrove: <https://tecknotrove.com>

Position Summary

The incumbent is expected to manage clients' post-sales. This entails coordinating with clients on project delivery and implementation, and post-implementation looking at avenues to expand the portfolio with the client.

Roles and Responsibilities

- **Client Relationship Management:** Cultivate strong relationships with key clients to understand their needs, preferences, and challenges. Act as the main point of contact for post-sales inquiries, addressing concerns promptly and proactively.
- **Sales Farming:** Identify opportunities for upselling or cross-selling additional products or services to existing clients. Collaborate with the sales team to develop strategies for maximizing revenue and expanding market share within assigned accounts.
- **Negotiation:** Negotiate contract renewals, pricing, and SLAs for mutual benefit. Advocate for client interests while aligning with company objectives.
- **Project Deliveries:** Communicate effectively with clients, internal teams, and stakeholders to ensure alignment on project objectives, timelines, and deliverables. Provide regular updates and reports on account status, sales forecasts, and market trends.
- **Adherence to SLA's:** Identify and resolve post-sales issues promptly. Collaborate with teams for timely solutions, ensuring client satisfaction and retention.
- **Client Feedback:** Collect client feedback to improve products/services and drive innovation. Advocate for client needs to enhance products and services.
- **Market Insights:** Monitor industry trends, competitor activities, and market developments to identify business opportunities and risks. Use insights to enhance the value proposition for key clients.
- **Managing Stakeholders:** Expected to effectively manage both external clients and internal teams, ensuring seamless communication and collaboration.

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Job Requirements and Qualifications	
Education	Bachelor's degree in business administration, sales, or a related field is preferred.
Experience	4-6 years of relevant work experience
Skills & Competencies	<p>Must-Have:</p> <ul style="list-style-type: none"> • Proven experience in sales farming, negotiation, and client management, preferably in a B2B or enterprise sales environment. • Excellent communication and interpersonal skills, with the ability to build rapport and trust with clients at all levels. • Strong problem-solving abilities, with a proactive approach to addressing client needs and resolving issues. • Results-driven mindset, with a track record of achieving sales targets and driving revenue growth within key accounts. • Ability to work collaboratively in a cross-functional team environment, coordinating efforts to deliver exceptional service and value to clients. • Having a background in technology is beneficial, particularly in farming and key account management roles, enabling a deeper understanding of client needs and industry-specific challenges.