

## **Customer Success Manager:in (m/f/d) at IT Startup Düsseldorf remote first**

### **Summary:**

A passionate and proactive Customer Success Specialist with a strong background in understanding the unique needs of startups. Committed to driving customer satisfaction, engagement, and growth by providing personalized support and building strong relationships. Skilled in identifying opportunities for product optimization, collaborating cross-functionally, and ensuring clients derive maximum value from our solutions.

### **Your tasks**

You are responsible for:

- Managed a diverse portfolio of early-stage customers, consistently maintaining a Net Promoter Score (NPS) above [X].
- Conducted onboarding sessions to guide customers through product setup, resulting in a [Y]% decrease in time-to-value.
- Actively monitored customer health and engagement, identifying at-risk accounts and proactively implementing strategies to mitigate churn.
- Collaborated closely with the product team to communicate customer feedback and contribute to the development of new features aligned with customer needs.
- Led monthly webinars and workshops to educate customers on best practices, resulting in a [Z]% increase in feature adoption.
- Played a pivotal role in converting [W]% of trial users into paying customers through effective relationship-building and tailored solution presentations.

### **Your profile**

- Customer Onboarding and Training
- Proactive Account Management
- User Engagement Enhancement
- Product Feedback and Advocacy

- Cross-functional Collaboration
- Data-driven Decision Making
- Problem Solving in Fast-paced Environment
- Excellent Communication Skills
- Fluent in English
- Your timezone UTC +2 (+-1 hour)

### **Achievements:**

- Recognized for maintaining a 95%+ customer retention rate within the first year.
- Facilitated a 30% increase in average customer lifetime value through tailored upselling strategies.
- Contributed to reducing support ticket response time by [X]% by implementing a knowledge base for self-help.

### **Our offer**

- You can look forward to:
- Competitive OTE salary package incl. variable compensation
- Flexible working hours and the possibility to work fully remotely
- A wide range of opportunities for personal and professional development
- Collaboration in an agile, motivated team with flat hierarchies and fast decision-making processes
- Your ideas become part of a larger vision
- Excellent work culture in a rapidly growing, ambitious team

Your PINPOOLS Team

We are happy to get your application via this e-mail 😊:  
[apply@pinpools.com](mailto:apply@pinpools.com)