

## Senior Customer Success Manager, Netherlands

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Company: DIGITAL REALTY

Location: Netherlands

Category: office-and-administrative-support

### Your role

The Senior Customer Success Manager ensures the agreed service levels for our customers are delivered for assigned Strategic, International and / or named local accounts in a dedicated approach within the customer portfolio. You lead regular service reviews between Digital Realty and assigned customers building a stronger relationship, increase each party's understanding of the other and develop continuous improvement programs focused on enhancing the customer experience. You will be responsible for developing and maintaining Customer Success relationships with internal cross functional teams to ensure scope and policies of the Service Delivery function are understood and adhered to. You advise customers on services concepts concerted with Sales and the Service Solution Design department. You also will advise customers on technical operational services improvements. You ensure effective program management of account escalations.

### What you'll need

- Ideally 5+ years of experience in a customer service environment in a service company, preferably a utility, datacenter, IT or telecommunications company,
- Bachelor's degree in economics, engineering or related discipline,
- Experience with Service Management, preferably of more complex international customers,
- Excellent interpersonal and communication skills, project management experience is a plus,
- Team player that connects people and unites them in order to do the right things for our customers (without the authority to instruct them to do so),

- Committed, high energy, self-motivated and passionate for service excellence and customer focused,
- Good problem-solving skills, good organizational skills,
- ITIL qualifications and experience are preferred,
- Fluent in English (spoken and in writing) is a must, Dutch and an extra European language is a plus.

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