

ROLE PROFILE



Position Title: Customer Success Manager Sovereign AI Cloud

Reporting to: Assistant Director – AI Solution Architect

Business Unit: Business

Division: Business Solutions

Department: Professional Services

A. ROLE & CONTEXT

Purpose:

This is a role for Customer Success Manager in Ooredoo Sovereign AI Cloud

The role is focused on helping Ooredoo AI customers maximize the value they get from cloud-based AI solutions. The customer Success Manager (CSM) acts as a trusted advisor, guiding clients through implementation, adoption, and ongoing success with Ooredoo AI-driven cloud services. This role involves understanding client needs, developing success plans, monitoring usage, and providing support to ensure clients achieve their business goals.

This role involves working with clients to understand their business goals and how Ooredoo AI cloud solutions can help them transform and achieve those goals. This role involves tracking how clients are using the AI cloud services, identifying areas of success and areas where clients may need additional support or guidance. This role also involves offering Proactive Support to Customers.

Functional Context:

Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. modes: responding to specific partnership requests from other departments and proactively scouting partners based on industry trends and market opportunities.

The Professional Services department is a key pillar in the newly created Business solution division focused on providing solutions to Customers across Networks, Security and Hybrid cloud including the AI Solutions and GPUs. The professional services team is the overall lead in acquisition and delivery of projects.

B. ROLE ACCOUNTABILITIES

Key Responsibilities:

- Create and implement customer success plans that outline Ooredoo's AI Vision, goals, potential challenges, KPIs, and timelines.
- Working with clients to understand their business goals and how Ooredoo AI cloud solutions can help them transform and achieve those goals.
- Tracking how clients are using the Ooredoo AI cloud services, identifying areas of success and areas where clients may need additional support or guidance.
- Offering proactive support, troubleshooting issues, and providing training and resources to help clients effectively use the Ooredoo AI cloud solutions.
- Closely monitor the industry landscape (people, competitors, partners, etc.) to contribute to product roadmap and other corporate strategies
- Strategize and execute initiatives to deliver an exceptional customer experience.
- Be an AI thought leader with customers and pair this with deep industry specific expertise to help drive this transformative technology. Work as an internal leader to share and scale those insights and frameworks to the Customer Success team.
- Implement and run use case development and enablement sessions that can scale across multiple regions and lines of business.
- Gather and relay customer feedback to internal stakeholders and identify themes across customers to incorporate into product planning.
- Collaborate closely with the Business Development team to ensure seamless handoff between pre- and post-sale.
- Anticipate at-risk renewals or user churn and collaborate with the relevant internal teams to devise corrective action plans.
- Foster customer advocacy and facilitate customer testimonials and case studies.

ROLE PROFILE



C. SCOPE & INTERACTIONS

Direct Revenue responsibility : Yes
Direct Budget Responsibility : No
Direct People Management Responsibility : No

Primary Interactions (Internal / External)

Internal Relationships:
Business Development Team, AI Solution Architects, AI SMEs, Backend AI Technology team.
External Relationships:
Customers.

D. KEY PERFORMANCE INDICATORS (KPI)

(To measure and monitor the performance of the role in the context of the Section/Department's activities)

1. Number of Successful customers onboarded
2. Number of Unique AI use cases created
3. Customer Testimonials

E. EXPERIENCE, QUALIFICATIONS & SKILLS

Minimum Experience, Essential Knowledge & Skills

- Minimum 10 years' work experience
 - Have 8+ years of experience in a customer success (or similar) role, preferably working with a technical enterprise product.
 - Have 5+ years managing relationships with large, global, and complex organizations.
 - Experience working with large IT organizations/ Companies and managing success programs as the key advisor to customer organizations.
 - Highly skilled at building deep and broad relationships across a complex, matrixed organization.
 - Have experience being a thought leader with your customer base.
 - Possess exceptional presentation and communication skills, particularly when engaging with executives and leaders.
 - Expertly communicate technical concepts to customers and internal stakeholders
 - Can proactively identify pain points in the product and with our customers.
 - Have a humble attitude, an eagerness to help others, and a desire to pick up whatever knowledge you're missing to make both your team and our customers succeed.
 - Operate with high horsepower, have strong problem-solving skills, are adept at frequent context switching, effectively manage working on multiple projects at once with expansive ownership, and ruthlessly prioritize.
 - Are personally committed to fostering the safe and ethical evolution of AI.
-
- Experience working in or with telecom, government, or regulated industries.

Excellent Analytical and Problem-Solving Skills:

Ability to identify the customer issues and work with the internal teams to ensure the success of the Solution.

Strong Communication and Interpersonal Skills

Ability to collaborate effectively with various Customers and internal stakeholders and communicate issues clearly.

Minimum Entry Qualifications

- A bachelor's degree in IT, Computer Science, or Engineering.

Preferred Qualifications (if any)

- Enterprise architecture certification
- Arabic Speaking preferred