



Customer Success Manager - UK

About Us

Enlighten is a global cybersecurity leader, offering next generation client-side protection against data loss, ad Injection and Intrusion. Through the Enlighten solution, organizations can assess privacy risk and stop unauthorized leakage or theft of data, as well as comply with the CCPA, GDPR and other data privacy regulations. Enlighten's MarSec™ platform protects some of the largest brands in the world from data leakage whilst ensuring maximum web page performance.

The Role

We are looking for a motivated and driven individual to ensure our customers achieve their desired business objectives while driving active growth within these customers. As a Customer Success Manager, you are a trusted partner that is accountable for successful adoption and value realization of the Enlighten products and services our customers have purchased.

Your Responsibilities:

- Own the engagement, retention, and growth of your customers by building and nurturing relationships to ensure the success of their initiatives.
- Monitor account usage data, customer health indicators, growth opportunities, and renewal dates.
- Lead strategic conversations with customer stakeholders and executive sponsors to drive product adoption to ensure they are leveraging the solution to achieve full business value.
- Manage and execute Business Reviews and customer renewals with key stakeholders and/or decision makers.
- Actively drive revenue growth and develop new business within your customers.
- Educate customers on new features and ensure they are prepared for upcoming product releases.



- Work closely with internal customer-facing and commercially focused teams, including customer support, solution services, sales, and finance operations.
- Desired candidate will live in or around the London area. Flexible working is available so time will be split between the central London office and working from home office.

Requirements

The ideal candidate will have knowledge of the cybersecurity or digital marketing landscape, with an inquisitive nature and a strong aptitude to resolve customer issues quickly. Possessing exceptional customer support with a strategic mindset. Additional requirements include:

- 2-3 years of Customer Success Management (CSM) experience or Account Management experience, handling customers directly with the responsibility of managing a full renewal cycle and growing a book of business.
- 1-2 years of customer-facing experience in a SaaS/Cybersecurity organization highly desired.
- Proven track record of success in identifying customer needs and implementing long-term solutions in a SaaS environment.
- Strong project management skills, with proven results working as a trusted advisor to drive business value for customers.
- Thrives in a multi-tasking environment and can adjust priorities on-the-fly while still having the ability to focus on details and be analytical.
- Excel in both written and verbal communication skills, with the ability to simplify complex topics in a friendly and approachable manner for both executive and end-user audiences.
- Bachelor's Degree required.
- Willingness to travel up to 30%. Since travel is based upon customer and business needs, there may be more or less travel, depending on location of customers.