

Show me **how** you write & I'll tell you **who** you are

Account & Insight Manager (m/f/d)

Symanto is an artificial intelligence company distinguished by its proprietary technology on linguistic algorithms & psychology. This innovative approach allows us to help brands to build even more successful relationships with their customers & stakeholders by automating the psychological profile of people irrespective of language & culture. At the end of the day, we aim to provide the deepest understanding of people through psychology & A.I.

For supporting our Category Management team in our Nuremberg office we are currently looking for an Account & Insight Manager (m/f/d)

Main tasks

Project Management

- Full project management: manage every aspect of customer deliverables. This includes the design, development, planning and execution of strategic project roadmaps for clients that drive optimum value and are rooted in a deep understanding of customer's businesses goals
- Leverage the latest Symanto tools, features and functionality to your customer's needs
- Manage program profitability through aligning activities to strategic account goals and drive program renewals and incremental expansions
- Data Interpretation and reporting: ability to interpret large amounts of data and report research results in a compelling, story-driven manner in answering fundamental client business objectives

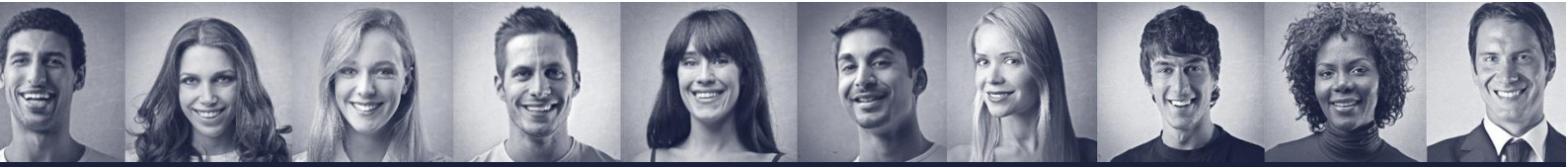
Client interaction

- Own and manage multi-level client stakeholder relationships
- Consult with new and potential customers on best practices in psycholinguistic analytics
- Establish and maintain a trusted/strategic advisor relationship with assigned clients ensuring retention and satisfaction
- Handle new client on boarding, setup and training
- Deliver progress meetings to client and ultimately present final deliverables to clients

Internal interaction

- Drive the internal coordination and execution of tasks across teams. This includes distributing and assigning project tasks to project support team to ensure timely project delivery
- Continuous orientation with the relevant sales lead to identify further sales opportunities
- Inform product team of opportunities for product development based on client needs and demands.
- Work closely with R&D team to drive the quality of product
- Being fully responsible in both functional and disciplinary aspects for dedicated resources
- Supporting Sales Managers with the preparation of proposals according to client needs and Symanto's capabilities
- Mentor – Demonstrate capability to lead, train, and mentor junior staff





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Education, Required Skills and Experience

- Bachelor degree in business, economics, marketing, market research or related field with technical understanding/experience
- Fluency in English and German
- Minimum 3 years experience in customer relationship management, strategic program management, consulting, sales/business development, account management, and/or project management in a business-to-business environment
- Experience working with big data; excellent understanding of data analysis tools and techniques
- Strong working knowledge of MS Office
- Customer-oriented, good understanding of clients' needs and good client service
- Very good analytical and communication skills
- Creativity and good problem-solving skills
- Quality-driven, able to work under pressure and in team
- Able to travel up to 20%

Preferred Skills and Experience

- Psychology/business psychology background and/or experience in business psychology
- Experience using interactive data visualization tools such as PowerBI or Tableau
- Experience in one of the following industries: Software, Hospitality, Pharmaceutical, Gaming, Financial Services, Automotive, B2B (any industry), and/or Retail
- Experience in enterprise or SaaS professional service
- Embrace opportunities to learn new technical concepts

What we offer

- Innovative idea and technology
- Flexible working time
- Home Office possibility
- Bonus program
- Coffee in the office
- Great people to work with
- Out of office events

Interested? Send us your application with CV & motivation letter along with your earliest starting date to hr@symanto.net

