



**cts**  
YOUR VOICE + IT EXPERTS

W CTSmd.us  
O 410.850.4848  
E info@ctsmd.us

April 2021

## CTS is seeking to fill the role of Customer Account Manager

The Customer Account Manager is responsible for establishing and building customer relationships and promoting customer adoption of our products & solutions.

The CAM ensures customers are satisfied with services and are realizing the value of their investment in CTS. The role proactively engages customers to provide product and feature updates, helps customers increase usage of product features, facilitates product training, and identifies opportunities to deepen and expand customer relationships based on real-time insights into customer needs.

### Key aspects of the role include:

- Proactively engage Elite and Enterprise accounts and develop compelling solution use-cases
- Execute customer check-in schedules to ensure the right solutions are top of mind
- Collaborate with Sales Executives on defining the strategy and vision for key customers
- Build a deep understanding of customer needs and challenges and how CTS's products can add value to the customer
- Conduct regular customer check-ins to build trust, introduce products and features, intervene where there are issues, and consistently achieve high customer satisfaction
- Articulate compelling product opportunities based on a deep real-time knowledge of the customer technical environment and unique issues
- Address the root cause of problems to improve the customer experience
- Increase customer awareness of the benefits of conversions, and facilitate the customer journey through the migration process
- Provide product training to customer users and address issues that limit the number of users while monitoring customer satisfaction

### The ideal candidate will have:

- Customer relationship skills and a solution focus
- Experience in expanding adoption at enterprise customers
- Data and technology orientation
- Technical ability to speak to customers
- Cross-disciplinary collaboration skills

**If you are interested in this opportunity, please send your resume to:**

**35**  
YEARS

Mitel  
**PARTNER**  
OF THE YEAR

BBB  
Greater Maryland  
Torch Award Winner for  
Marketplace Excellence

U.S. Small Business Administration  
**SBA**  
Maryland Family Owned  
Small Business of the Year