

About the Company: CEA Data is a fast-growth, early stage company with first-of-its-kind technology serving a large, hungry market. We are B2B SAAS with a revenue mix that is roughly 50% SMB and 50% Enterprise (including Fortune 500). Management is high-caliber, experienced and supportive. If you're an A-player ready to join other A-players in building something new, this is it.

ROLE: *Digital Marketing Advisor – Customer Success*

What you'll be doing:

- Customer Success Retention & Assisting with On-Boarding
 - Reporting weekly to customer install base on performance, success of solution and process effectiveness
 - Proactively reporting back to management on Customer Health, Churn and Upsell Potential
- Ensures Customer Health and Accountability for Creative, Ad Channel and Project Performance
- Working closely with customer project team members to problem solve customer roadblocks
- Proactive communication with clients on performance, potential improvements and problem solving roadblocks; having tough conversations and problem solving to the highest level
- Driving accountability back to the customers to ensure they are meeting deadlines and providing data required for launch (in combination with management)
- Capturing customer journey & relationships (new content, increased ad spend, etc) to ensure a full customer success storyline is documented
- Working closely with internal resources and customers to ensure all timelines are met

Desired Skills and Experience:

- *8+ years of inside sales, customer success and/or sales leadership*
- *Software or technology account management experience (experience supporting Account Based Marketing and/or experience within Advertising Agencies is highly desired).*
- *Strong understanding of the digital advertising landscape (social, mobile, programmatic, native, etc.)*
- *Track record of high customer NPS*
- *Experience managing and closing complex customer relationships*
- *Customer References Suggested*
- *Strong computer skills, including Social Platforms, PowerPoint and Excel*
- *Strong network of contacts in the media, technology and marketing industry*
- *4 Year degree in Business, Marketing, Management or related field.*
- *A strong understanding of the issues relating to marketing data and analytics*
- *Proven track record for meeting and surpassing business goals in a fast growing startup environment.*

Contact: jobs@ceadata.com