

Ever had your credit or debit card stolen? Or maybe had your card declined at a store for seemingly no reason? You are not alone. It happens to millions of consumers at the merchants they shop at every day. Which is why we built Rippleshot. We detect the data breaches that cause these problems faster than anyone else in the market (we are freaky fast, to be exact), which means consumers can be alerted earlier, and banks, credit unions and merchants can act on the breaches quicker than ever before, and in smarter ways.

Three years ago we were the new kids on the block. Today, dozens of banks, credit unions, and billion dollar companies trust us to help them fight fraud. Always smarter, always faster. And we are not done. The fraudsters are good. We need to be better.

Making our trusted customers and partners successful is who we are and it is part of our DNA. That's where you come in. We're looking for a great customer success manager to join us and make our enterprise partners incredibly successful.

## Who We Are:

We're an eclectic mixture of data scientists, former journalists, finance analysts and seasoned entrepreneurs who all share a passion for mission-driven work. Well...and food. We definitely love food here. But we digress.

Data breaches are more than just a headline you read in the news every day. They're causing billion-dollar losses to merchants, financial institutions, insurers, consumers and everyone in between. At its core, Rippleshot is a tool to catch them earlier - and it's gotten us quite a bit of attention. We've won innovation awards both locally and globally.

And that's just the tip of the spear. We believe a tsunami of fraud is headed our way over the next five years. We think we have the winning combination of analytics, machine learning, big data, and people to protect our clients from these evolving threats. It's a race and we are all in!

## What We Need:

Rippleshot is seeking a customer success manager who is passionate and self-motivated. You will serve as primary contact for enterprise partners, managing all elements of the relationship. You will be an expert on system functions and features to become a strategic advisor for clients, continuously driving product value and ROI. The ideal candidate has a track record of delighting customers with excellent customer service and project management skills.

This job also involves the following responsibilities:

- Identify and cultivate strong relationships with the key stakeholders in complex enterprise org structures, engage via email, phone, and in person
- Identify barriers to customer success, define resolutions, and manage action plans with internal resources
- Help define, set, manage and meet each set of customer success plans to ensure partner expectations including project goals, timelines, and client engagement
- Provide product feedback (client requirements, product enhancements, etc.) to product management
- Lead regular account reviews to ensure usage of the tool and partners are realizing value and ROI
- Maintain documentation of account activity and an action log

## You'll Be a Great Fit If:

Wowing partners excites you. You're smart enough to work just about anywhere, but you're picky about finding the right role. You're experienced, but you love to learn. And you want to work with other smart people like you who want to have fun building something great. Others things you love that make you a great fit:

- Understanding the partners' needs and delivering on those, exceeding their expectations
- Enjoys interacting with people and helping them solve problems
- Bringing fresh ideas about customer success and can implement them
- Comfortable using technology and being able to explain it effectively to others
- Enjoys collaborating with Product, Engineering, Sales, and Marketing to ensure customer feedback and requirements are communicated
- Comfortable working in a fast-paced environment with the ability to adapt to change

You must meet all of these qualifications:

- 3-5 years of customer success experience working with B2B partnerships
- SaaS or enterprise software experience
- Attention to detail and process oriented
- Excellent written, and oral skills, as well as strong time management and organization skills
- Track record of establishing and retaining high-value client relationships, including executive decision-makers
- Self-motivated, intellectually curious, people person with high emotional intelligence
- Customer-first mentality; ability to empathize and build customer loyalty
- Experience acting as the liaison between technology teams and clients

## Interested?

We read every email and resume we receive at [jobs@rippleshot.com](mailto:jobs@rippleshot.com). Drop us a line and tell us why you would be a great fit for our team. Please include a link to your LinkedIn profile and the best phone number at which to reach you. We will respond within two business days.