

Australia Jobs Expertini®

Senior Customer Success Manager

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Company: Amplitude

Location: Sydney

Category: other-general

Amplitude is a leading digital analytics platform that helps companies unlock the power of their products. More than 2,300 customers, including Atlassian, Jersey Mike's, NBCUniversal, Shopify, and Under Armour, rely on Amplitude to gain self-service visibility into the entire customer journey. Amplitude guides companies every step of the way as they capture data they can trust, uncover clear insights about customer behavior, and take faster action. When teams understand how people are using their products, they can deliver better product experiences that drive growth. As an organization, we approach challenges with humility, take ownership of our contributions, and embrace a growth mindset that pushes us to constantly improve ourselves, each other, and the value we bring to customers and partners.

Amplitude's Commitment to Diversity Equity & Inclusion (DEI): Amplitude believes that diversity enables the creation of better products, improves the ability to solve complex problems, and drives more powerful solutions. We strive to create an environment of inclusion—one focused on psychological safety, empathy, and human connection—that will allow employees of all backgrounds to thrive. The Customer Success team is responsible for building relationships with and driving long-term value realization for Amplitude's customers. As a Senior Customer Success Manager for our Australia region you are responsible for making sure that our customers are successful in achieving their product goals. As a dedicated resource on a portfolio of new and existing accounts in Australia you will lead the process for understanding the most meaningful business challenges of the product executives you partner with. You will have the opportunity to work with both innovative digital-first brands and more traditional companies

looking to embrace a data-driven future and have a significant impact on Amplitude's Customer Success strategy. You enjoy working in a fast-paced environment where you wear many hats. You get equally excited by growing your book of business in partnership with sales as you do by helping a customer on their success journey. You apply a growth mindset to learning new technical and job skills. You bring strong organization, problem-solving, and communication skills along with a passion for working with customers. What will this person work on? Accountable for the customer's overall success of Amplitude, including value-focused activities tied to their invested areas of the product, continuous adoption, and overall customer health. Act as the trusted advisor throughout the engagement lifecycle, define a measurable and results-oriented success plan with clear outcomes, and ensure cohesive communication across all stakeholders and all levels of the organization. Manage a BoB of 30-40 Enterprise & Emerging Enterprise Logos. Focus effort on value delivery by achieving alignment with key account stakeholders (Economic Buyer, Program Lead, Champion) and success program management. Proactive engagement, leading with success planning and focused on business outcomes. In-depth Amplitude product and domain knowledge to provide best practices tailored to meet the customers' needs and expectations - leveraging data to provide thoughtful insights, guiding them through the maturity curve. Finding new use cases within a customer to provide potential cross-sell/up-sell opportunities. Able to successfully position paid services, partners, and self-service resources. Effectively navigate within a customer organization to achieve successful execution of the customers' strategy, use cases, and overall success roadmap. Deliver an exceptional customer experience by proactively communicating with various stakeholders internally and externally, organizing the best resources to help achieve the customers' business goals with measurable results. Foster innovation and a growth mindset by creative problem solving and providing best practice resources with your customers, while continuously assisting internal teams to improve on our approach to our customers' success (Product, Support, Sales, and Marketing). Characteristics / Skill sets to focus on: Executive Presence / Effective Communication / Agile Prioritization / Growth Mindset / Empathy / Active Listening / Genuine Curiosity / Value Realization / Technical Aptitude / Creative Problem-Solving. Strategic CSM who works with product, data, and analytics leaders at F500 accounts. Experience with a similar level of companies - true enterprise required - focusing on value realization, tied to measurable business outcomes. Must be based in ANZ and able to travel to meet with customers within ANZ on a monthly basis, travel within region to Singapore quarterly. By

applying for this job, you acknowledge that Amplitude processes your personal data in accordance with the Amplitude Applicant Privacy Notice. Staying Safe - Protect Yourself From Recruitment Fraud We are aware of individuals and entities fraudulently representing themselves as Amplitude recruiters and/or hiring managers. Amplitude will never ask for financial information or payment, or for personal information such as bank account number or social security number during the job application or interview process. Any emails from the Amplitude recruiting team will come from an @amplitude.com email address. You can learn more about how to protect yourself from these types of fraud by referring to this article. Please exercise caution and cease communications if something feels suspicious about your interactions.

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