

Senior Practice Manager

[Apply Now](#)

Company: Workato Inc

Location: Haymarket

Category: other-general

We are looking for an experienced Senior Practice Manager to join our Professional Services team and build out our Professional Services practice in the APJ region. Workato Senior Practice Managers are essential to the growth of our business and play an integral role in helping organizations leverage and adopt our platforms across the enterprise. They play a critical role in aligning customer's integration strategies to Workato's proven GEARS Framework (for direct customers) and Embedded Product Guide Framework (for embedded customers). As a Senior Practice Manager, you will have ownership of growing our APJ professional services practice as well as helping our customers build their implementation roadmaps from pre-sales to go-live, while building trusted customer relationships including C-level. The primary goal of the Senior Practice Manager is to initially build services pipeline, manage the full services sales lifecycle, and manage the engagements and relationships post services sale. Additionally, Senior Practice Managers will be responsible for building the APJ professional services practice from the ground up - including identifying required headcount and managing resources. Ultimately, it is the goal of the Senior Practice Manager to help customers generate significant business value from their Workato investment. In doing so, you will be responsible for earning the right to be a trusted advisor by understanding and managing our customers throughout their lifecycle and helping drive adoption of the platform across the enterprise. A great Senior Practice Manager must: Have ample professional services experience and experience building a professional services practice. Be a strategic thinker with exceptional enterprise sales experience and cross-functional skills. Be customer-focused and maintain high customer

satisfaction. Demonstrate high energy and have strong value-based sales management experience. Deliver compelling presentations and communication Workato's POV to C-level clients. Ensure clear lines of communication by collaborating cross-functionally with our sales, customer success, and product teams. Be capable of working in a start-up environment to grow a department quickly. Success of this position is measured by growth of the department and customer adoption of our platform. Responsibilities

We are looking for an exceptional Senior Practice Manager to join our growing team. In this role, you will be responsible to:

- Identify services opportunities and generate services pipeline in the APJ region.
- Drive services sales cycles alongside enterprise software sales, working cross-functionally with our sales and customer success teams.
- At times, coach and guide internal teams on the services sales cycle and associated expectations.
- Maintain impeccable forecasting hygiene for professional services opportunities.
- Utilize industry expertise and business acumen to understand a customer's motivation, business drivers, strategic goals, objectives, and desired business outcomes.
- Develop and manage a territory plan and a personalized account plan for each customer, which aligns with their business goals.
- Create a compelling vision and clearly communicate via services proposals our transformative solutions aimed at generating quantifiable success and business value from a customer's investment in the Workato's Platform.
- Write statements of work (SOWs) and navigate legal reviews of such contracts.
- Conduct thorough knowledge transfer from pre-sales cycle knowledge to post-sales services team.
- Maintain client relationships throughout professional services engagements and engage customers, especially senior stakeholders, using a consultative approach that positions Workato and yourself as a long-term trusted advisor relationship.
- Develop a deep understanding of Workato's proprietary frameworks (GEARS and Embedded Product Guide), and contribute to such frameworks by providing closed-loop feedback from implementations.
- Ensure customer satisfaction goals are exceeded or met on every services engagement.

Be a Workato evangelist with the ability to discover and demonstrate how Workato can effectively help companies with their business automation needs across a broad set of industries through professional services engagements. Become the trusted advisory to customers and partners for advancing their automation and integration roadmaps. Contribute to the growth of our professional services department by creating or enhancing content such as presentations, templates, success stories, etc. for use by both customers and to enable our extended team. Be an integral part of hiring and mentoring new professional services team members, including Delivery Managers,

Strategic Advisors, and Technical Architects. Contribute to enhance our delivery methodology, services practice and industry POV's. Requirements

Required: 10+ years experience selling professional services for a strategic consulting firm, large scale system integrator, or professional services unit within a software company. P&L ownership experience for a services organization or department. Experience in writing statements of work (SOWs) and navigating through complex enterprise legal processes. Demonstrated ability to develop and maintain C-level relationships that recognize you as a trusted advisor. Experience growing accounts with large and complex pursuits (\$M+). Project and/or account management experience. Highly collaborative and excels in complex, matrixed environments. Ability to thrive in a fast-paced, high growth and unpredictable environment. Experience having worked in a start-up environment. Experience having grown a professional services team. Communication skills to effectively communicate with technical and business stakeholders alike. Strong interpersonal skills with the ability to convey and relate ideas to others and work in a collaborative and cross-functional environment. Excellent verbal and written communication skills and the ability to communicate ideas visually and create and conduct professional presentations. Self-starter and ability to work independently and as part of a distributed team, and willingness to take ownership of situations and problems. Willingness to take on management roles as the organization grows. Ability to travel up to 50%. Preferred: iPaaS sales experience. PMP or Scrum certifications. High-level understanding of key applications such as Salesforce, Netsuite, Workday, ServiceNow, SAP, EBusiness Suite, Databases. Experience in enterprise business accounts. Track record of continuous learning of new technologies. Track record of driving software expansions as a result of professional services engagements. #J-18808-Ljbfrr

[Apply Now](#)

Cross References and Citations:

- 1. Senior Practice Manager Sustainabilityjobs Jobs Haymarket Sustainabilityjobs ↗**
- 2. Senior Practice Manager Swedenjobs Jobs Haymarket Swedenjobs ↗**
- 3. Senior Practice Manager Investmentbankerjobs Jobs Haymarket Investmentbankerjobs**

4. Senior Practice Manager Hondurasjobs Jobs Haymarket Hondurasjobs ↗
5. Senior Practice Manager Topjobsearch Jobs Haymarket Topjobsearch ↗
6. Senior Practice Manager Pinkcollarjobs Jobs Haymarket Pinkcollarjobs ↗
7. Senior Practice Manager Latinamericajobscentral Jobs Haymarket Latinamericajobscentral ↗
8. Senior Practice Manager CeojobsJobs Jobs Haymarket Ceojobs ↗
9. Senior Practice Manager BelgiumjobsJobs Jobs Haymarket Belgiumjobs ↗
10. Senior Practice ManagerMathematicsjobsJobs Jobs Haymarket Mathematicsjobs ↗
11. Senior Practice ManagerCarejobsJobs Jobs Haymarket Carejobs ↗
12. Senior Practice ManagerBiologyjobs Jobs Haymarket Biologyjobs ↗
13. Senior Practice ManagerTelecomjobsJobs Jobs Haymarket Telecomjobs ↗
14. Senior Practice ManagerFindlocaljobs Jobs Haymarket Findlocaljobs ↗
15. Senior Practice ManagerJobsmyanmar Jobs Haymarket Jobsmyanmar ↗
16. Senior Practice ManagerAngularjobs Jobs Haymarket Angularjobs ↗
17. Senior Practice ManagerHungaryjobsJobs Jobs Haymarket Hungaryjobs ↗
18. Senior Practice ManagerManufacturingjobsnearme Jobs Haymarket Manufacturingjobsnearme ↗
19. Senior practice manager Jobs Haymarket ↗
20. AMP Version of Senior practice manager ↗
21. Senior practice manager Haymarket Jobs ↗
22. Senior practice manager JobsHaymarket ↗
23. Senior practice manager Job Search ↗
24. Senior practice manager Search ↗
25. Senior practice manager Find Jobs ↗

Source<https://au.expertini.com/jobs/job/senior-practice-manager-haymarket-workato-inc-2046-15844/>

Generated on: 2024-05-06 by Expertini.Com