

**Role:** Customer Success Executive  
**Location:** Paris  
**Sector:** Digital Experience Software

A great opportunity to join an established, European Headquartered, but global “*Digital Experience*” Software leader, which has very much an entrepreneurial, high-growth culture.

“*The Digital Experience Platform Market*” could be worth \$13.9 billion by 2024, at a compound annual growth rate of 12% ([recent report](#))

### **Company Description:**

With around 100 global employees, (50 in France), 1000's of customers (boasting a 98% renewal rate), and a global presence, this is an opportunity to join an ambitious and entrepreneurial commercial team, based out of Paris.

Funded by Private Equity, the company has ambitious plans to **scale-up its existing French and European business.**

The company is looking to hire a strategic Customer Success Executive, who will work closely with a number of the key Enterprise accounts.

### **Responsibilities include:**

- Reports into the EMEA Director – Paris based
- Secure the customers' yearly contract renewal
- Detect new needs & requirements from existing customers and proceed with upselling and/or cross-selling
- Keep customer churn to a bare minimum
- Act as the principal point of contact for customers
- Collaborate with the company's Senior Sales Execs
- Strategic Business Consultancy
- Make every customer a referral

**Skills required:**

- 4-5 years of B2B Software / SaaS, Customer Success related experience
- Passionate about Customers
- Highly customer facing, likeable character
- Strategic skillset
- Pro-active, customer friendly and consultative
- Background of working for Web Content Management, Digital Solutions or B2B eCommerce vendors preferred
- Excellent oral, written communication and presentation skills
- English, French, plus other languages like Spanish would be useful
- Willingness to travel (up to 25% across France)

**Could have worked with the following firms:-**

- *Web Content Management, Website Development, Portals, eCommerce Platforms, Digital Asset Management, Opensource, Digital Transformation, Enterprise Search Engine, Integration, Dev Tools, Application Development & Document Management*

**To apply:**

**Contact:** Ben Watkins, [bew@intrinsicsearch.com](mailto:bew@intrinsicsearch.com)

*\*Also hiring a Senior Sales Exec and Pre-sales in Paris to work with this hire.*