**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](https://www.prnewswire.co.uk/news-releases/digital-experience-platform-market-worth-13-9-billion-by-2024-exclusive-report-by-marketsandmarkets-tm--818692151.html))

**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.*