

Customer Project Manager

Location : Vélizy, FRANCE

Contract type : Permanent, full time

Department : SALES

Purpose of the job

The role combines, Presales and Project Management in a Sales Account team in charge of a major international Service Provider.

The Customer Project Manager will manage project activities to meet Business goals. He will make sure that the customer requirements are duly qualified, prioritized, planned and delivered according to the defined milestones and budget. He will make sure that the delivery content and quality always meet the customer satisfaction.

The Customer Project Manager leads the customer relationship by orchestrating and challenging the internal resources (R&D, Marketing Product Management, Customer Support, Manufacturing, and Sales Admin).

The Customer Project Manager will build the relevant dashboards to monitor the progress, mitigate the risks and report to the sales account team and executive committee level.

He/She strives to maintain the progress of the tasks of the various parties involved in such a way that reduces the risk of overall failure, maximizes benefits, and minimizes costs. It ensures specific services are delivered on time with the expected quality, including proposing service enhancements.

Duties and responsibilities

Project Management (think, build, run) for access division solutions:

- Supervise and organize the progress of the project according to the contractual commitments, milestones, deliverables and meet customer satisfaction
- Represent Ekinops at Customer meetings, regarding business development, program status, issues and escalations.
- Manage and mitigate exposures and risks.
- Clarify and solve any mismatch between customer expectation and Ekinops delivery.
- Orchestrate the internal departments (mainly R&D, Product Line Management, Support and Manufacturing) to reach the Customer commitments and service levels.
- Maintain the project reporting up to date with relevant dashboard, roadmap and KPIs
- Make sure that the sold services are executed according to the committed SLA. Report and escalate any deviation.

- Manage plans, change, dependencies, risks, and issues.
- Ensure timely deliverable achievement, acceptance, invoicing, overdue and cash collection together with the account team
- Manages Customer escalations by mobilizing the right people to establish close out plans, to drive ownership and to manage customer communications and reporting.
- Timely Inform Ekinops account team of key issues and escalation status, and engage appropriate actions to develop the Business pipeline
- Identify improvement needs and plans to address issues, ensuring that 'lessons learnt' and 'customer feedback' is routinely acted on.
- Achieve the product introduction in customer environment (Technical, IT)
- Detect and qualify the opportunities for professional service selling

Skills and profile

- 5+ years in a similar position
- Customer and Business oriented
- project management skills: good, flexible planner, autonomous
- Good communication and presentation skills. Oral and written, French and English
- Experience with Tier1 Customer Services Providers
- Technical background in networking technologies and willingness to learn more on: IP, VoIP, Security, SDN/NFV, SD-WAN, etc.
- Solution seeker, team player
- Customer advocacy approach
- Risk analysis and mitigation