

CUSTOMER SUCCESS MANAGER

TOP 10 SKILLS



1

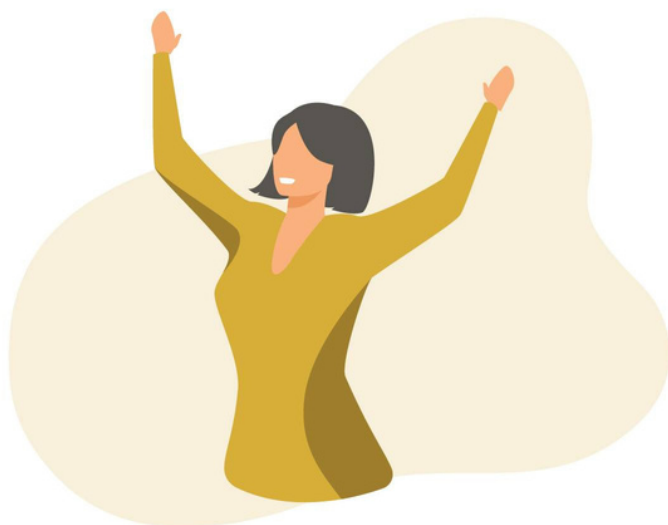
COMMUNICATION

The ability to communicate openly and confidently and come across as warm.

2

AUTHENTICITY

We're relationship builders at the end of the day and showing the real 'you' is so important - be authentic.



3

ORGANIZATION

You will have multiple customers, each with their own priorities and timelines. Organize your tasks and time effectively.

4

ADAPTABILITY

The needs of the business and your customer is always changing alongside the business landscape. Adapting to change is so important.



5

CURIOSITY

Be curious with colleagues and customers, What are their projects? Why are they working on them? What do they want to achieve? Why? What are their goals?

6

PROACTIVITY

Don't wait for your customer to reach out to you. Be on the front foot, send them that article, share the latest product release that helps them solve that issue you discussed.



7

RELATIONSHIP BUILDING

Build relationships with as many people as possible. Multiple stakeholders within your customer's business, internal team members, different teams - those relationship will pay dividends.

8

EMOTIONAL INTELLIGENCE

Self-regulation, empathy and self awareness are crucial.



9

PROBLEM-SOLVING

Solving issues and helping customers overcome barriers is fundamental to ensuring customers achieve their short/long term goals.

10

DATA ANALYSIS

The ability to identify trends and outliers in customer data, is critical to detect customer risks and addressing customer needs in a timely manner.



This infographic was provided to you by
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