

Senior Key Account Manager, B2B Sales

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Company: Ooredoo

Location: Kuwait City

Category: other-general

The Role

To achieve total contract value (TCV) targets set by the sales leadership (if appropriate)

To defend existing customer contract base (farming)

To grow existing customer contract base (farming)

To acquire new customers (Hunting)

To achieve revenue targets set by the sales leadership.

Key Accountabilities and Activities:

Acting as the first point of contact for company clients

Proactively identify, qualify and win new Data Centre customers

Develop a strategy to win targeted major accounts from ISP competitors

Identify client requirements and prepare a strategic suitable proposal to meet those requirements

Participate in marketing and product development discussions in order to better analyse

customer and market IT needs

Keep abreast of the market changes & new technologies, proactively predict and utilize market opportunities towards future business growth.

Identifying potential new clients and business opportunities related to Cloud, IoT, and SAP...

Generating ways to attract new clients, whether through marketing, tailored offers, specific bundles...

Liaising with clients in order to identify their needs and make sure the presales team prepares the proposal with the right requirements

Dealing with client escalations, if any.

Assist the collection team in ensuring that clients pay on time

Communicating client agendas to other members of staff, specially presales and the operations teams

Maintaining a good understanding of clients and their business strategies, and suggest IT and cloud solutions that helps the customers in cutting cost and improve their business

The Coaching Session Fulfilment Rate must be greater than or equal to 90%.

YTD Billed Revenue Achievement must be greater than or equal to 100% of YTD Billed Revenue Target.

The weighted Annual Contract Value of pipeline opportunities related to cloud and datacentre, must be greater than or equal to 3 times the annual New Revenue target.

Be the first point of contact for large specialised, high end or multinational corporate enquirers that have been referred and qualified by Corporate Lead Management

Develop on-going relationship with product managers, solution specialist and development team to identify opportunities for growth within the specific target segments

Providing on the job coaching to Service Account Managers, as required to ensure that knowledge is shared and sales skills are developed.

Support the Service Account Managers in B2B Sales who have the personal contacts to deal with large multinationals, with technical issues and relationship management, as required.

complete up-to-date accurate To use the Ooredoo Way of Opportunity Management (The 5 Gate process) to manage sales opportunities through the sales cycle.

To work to meet (or exceed) agreed billed revenue targets throughout the financial year

To use the prescribed Sales Force Automation tool (SFA) or standard Excel Template to record sales opportunities and to ensure that these are:

Qualifications:

Bachelor degree in Business or a related discipline from a recognized tertiary institution.

Other Information:

Required 4 years of experience in sales related to solutions or services, including at least 2 years in Kuwait.

Excellent presentation skills.

Well-connected in the business community with strong networking potential and the ability to relate to people at all levels.

Fluent verbal/written communication in both Arabic and English.

Strong interpersonal skills

Good negotiation skills

The ability to generate ideas.

The ability to prioritize and manage several different tasks at once.

An excellent understanding of client care

Good motivational skills

Good common sense and logical thinking

The ability to relate to a wide range of people.

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