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Remote Customer Success Manager – Tadaweb

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Company: Jobspaddy

Location: Yaounde

Category: other-general

Tadaweb is a scale-up technology company providing an open-source information platform that magnifies the impact of investigative, analytical and operations teams. Over the past 11 years, Tadaweb has become a leader in the collection and enrichment of Publicly Available Information (PAI) to effectively scale our users' impact. Our SaaS platform follows ethical principles and actively supports the implementation of customer policies.

We are recruiting for the position of a **Customer Success Manager**.

Scope of work:

You will build and maintain relationships with our users and key customer stakeholders based on trust, transparency and a commitment to their mission success.

You will train and mentor our customers on our platform to deliver maximum value on open-source data collection and analysis.

You will be problem solving daily and helping customers with use cases that push what is technically possible.

You act as the voice of the customer internally to communicate feedback and requests to a cross-functional product team.

You will research, explore and help implement new technologies to help our customers.

Your profile:

Experience with collection of Publicly Available Information (PAI), production of OSINT and/or OSINF, internet investigations, or thorough online research.

Excited by technology and how it can be a catalyst for change.

Comfortable preparing and delivering product demonstrations, training workshops and customer briefs.

Interest in both international current affairs and information technology advancements.

An ethical, legal and transparent approach to data collection.

Ability to obtain and maintain a security clearance for this role.

You get bonus points if you have any of the following:

Exposure to social network analysis, and knowledge of clear, deep and dark web investigation.

Experience as an all source analyst, business intelligence analyst or, with law enforcement investigations.

Experience working within a SaaS or digital consultancy environment.

Ability to explain complex and time-sensitive issues to users in a simple manner.

Experience with data analytics, or data and network analysis.

Exposure to Agile software development methodologies.

Our offer:

The opportunity to join a growing tech company, well-funded from sustainable organic growth and a Series B funding round in Q1 2023.

The chance to join a human-focused company that genuinely cares about its employees and core values.

A focus on performance of the team, not hours at the desk.

A social calendar including family parties, game nights, annual offsites, holiday events and more, with an inclusive approach for both younger professionals and parents.

This role will be remote and will require regular travel around the US and abroad to see customers. Onboarding training will require you to spend time in Luxembourg, London, Paris

and/or Ottawa to meet colleagues and learn the product differentiators.

Tadaweb is an equal opportunity employer and we strive to have a team with diverse perspectives, experiences and backgrounds.

Our culture:

Our company culture is driven by the core values of family first, nothing is impossible and work hard, play harder.

There's a healthy and positive culture to care about employee wellbeing by creating a great workplace, which shows up in the investments we make in our offices and social perks.

Our leaders aspire to the philosophies of extreme ownership, and servant leadership.

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