

## Director Customer Success Group

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Company: Drata

Location: Manama

Category: other-general

Develop and execute a comprehensive customer success strategy, including account management and support plans, to drive customer satisfaction, retention, and expansion.

Drive best practices for your department which in turn would help drive consistency and support future scale.

Serve as the executive point of contact for key customer accounts, building strong relationships and acting as a trusted advisor.

Understand customer goals, challenges, and requirements, and proactively identify opportunities to enhance their experience and maximize value.

Collaborate with cross-functional teams, including sales, product management, and engineering, to drive successful customer outcomes and resolve any issues or roadblocks.

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