

Career Opportunity

Strategic Account Manager

Fortified Data is a rapidly growing global provider of database design, management, and support services. We are thought leaders within our industry with many years of experience in some of the largest and highest volume mission critical systems. We pride ourselves on providing our clients with holistic business and technical roadmaps that enable them to meet and exceed their objectives. Our work environment is challenging, fun, and exciting. We are a destination employer where the majority of employees are referrals from existing staff.

Fortified Data is an equal opportunity employer. Eligible candidates must provide evidence of legal working status for any employer in the U.S.

Job Summary

Fortified is a rapidly growing managed services and database consulting company looking for a skilled and experienced Strategic Account Manager to join our team. As a Strategic Account Manager, you will be responsible for managing a portfolio of key accounts and developing long-term strategic relationships with clients in the database management industry. Your role will be to ensure the ongoing success and satisfaction of our clients while driving revenue growth through upselling and cross-selling initiatives.

Duties & Essential Job Functions

- Develop and maintain strong, strategic relationships with key accounts in the database management industry
- Act as the primary point of contact for clients, responding to inquiries and resolving any issues that arise
- Work closely with clients to understand their business needs and goals, and provide ongoing support and guidance
- Collaborate with cross-functional teams (e.g. sales, marketing, customer support) to ensure seamless delivery of services and solutions to clients
- Identify opportunities for growth and expansion within existing accounts, and develop and execute strategies to increase revenue and market share
- Conduct regular business reviews with clients to assess performance and identify areas for improvement
- Stay up to date on industry trends and competitive landscape to inform strategic account management decisions

- Create and maintain accurate records of client interactions, opportunities, and account activity in HubSpot
- Meet or exceed quarterly and annual revenue targets competition.

Education & Experience

Education: A Bachelor's degree in in business, marketing, or a related field.

Required Experience:

- Strong understanding of business strategy, sales process, and account management principles within the database management industry
- Excellent communication and interpersonal skills, with the ability to build strong relationships with clients and internal stakeholders
- Demonstrated success in driving revenue growth and expanding market share within existing accounts in the database management industry
- Ability to work independently and manage multiple priorities in a fast-paced environment
- Proficiency in HubSpot (CRM) and other relevant sales and marketing tools

Required Attributes

- **Customer Service:** Listens and responds effectively to customer questions; resolves customer problems to the customer's satisfaction. Respects all internal and external customers and uses a team approach when dealing with customers to exceeding customer expectations.
- **Ability to Multi-Task:** Proven ability to manage multiple issues and/or projects successfully bringing them all to resolution in a timely manner.
- **Problem Solving:** Anticipates problems, recognizes and accurately evaluates the signs of a problem and analyzes current procedures for possible improvements.
- **Detail Oriented:** Thoroughness in accomplishing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organizes time and resources efficiently.
- **Automation / Tools:** Proficient in use of:
 - Customer relationship management (CRM) tools such as Salesforce, HubSpot CRM, and Zoho CRM
 - Project management tools such as Asana, Trello, and Basecamp
 - Microsoft Office Suite (Word, Excel, PowerPoint)

Work Environment

- We are a 100% remote company
- Some travel possible