

# United Kingdom Jobs Expertini®

## Sales Account Manager

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Company: Dell

Location: United Kingdom

Category: other-general

Secureworks (NASDAQ: SCWX) is a global cybersecurity leader that secures human progress with Secureworks® Taegis™, a SaaS-based, open XDR platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.

We enjoy competitive compensation and benefits packages, and reward and recognize our employees for exceptional results. A constant focus on continued learning and growth keeps our team members engaged and excited about "what's next." We offer flexible work options when available, and emphasize the importance of work-life balance. We know that when our people are rewarded, recognized, and rejuvenated, we win as a team.

### **Role Responsibilities**

The Account Manager will be the trusted advisor to Senior Decision Makers for a portfolio of existing Secureworks accounts. In partnership with the Security Success Manager, and Sales Engineer, the Account Manager will translate the customers' business needs into opportunities that are best supported through Secureworks. The Account Manager will be responsible for orchestrating the short and long-term strategic approach for the customer and collaboratively harness and manage all necessary resources to achieve customer and Secureworks objectives.

### **Customer Trusted Advisor Responsibilities**

Assigned to specific Secureworks accounts that require focused management and execution of the account management strategy and plan.

Ability to identify and validate customer priorities, business drivers, and outcomes.

Single focal point for all Secureworks activities, including customer education on Secureworks solutions and organizational developments.

Ability to translate business needs into Secureworks solutions and be able to position associated value add and positive business impact for the customer.

Must be able to anticipate customer needs beyond existing scope of products and services to discover opportunities to position the total value of the Secureworks portfolio.

Is expected to work closely with Sales Leadership and the wider Secureworks business to provide executive sponsorship for the customer.

### **Trusted Advisor for your Secureworks Team**

Serve as the lead to the wider Secureworks account team and lead activities of all aligned resources to ensure all tactical and strategic objectives are met.

Responsible for having a deep understanding of the customer business and processes. To deliver accurate financial forecasting and performance for Renewal, X-Sell and Upsell opportunities.

Responsible for managing and enhancing the executive sponsor relationship for your customer by keeping your executive sponsor informed about key customer priorities and critical concerns.

Work with strategically aligned business partners to develop, execute and communicate overall account strategy to all relevant members of the customer organisation. Communicates organisational and functional strategy and translates it into goals.

Ability to implement standardised sales processes, pricing and contracting, making it easy for your customer to do business with Secureworks.

### **Minimum Requirements**

Excellent communication skills inclusive of executive communications and presentations.

Be comfortable working with all levels of an organization including the “C” suite.

Excellent team building skills bringing together various stakeholders within Secureworks to deliver high levels of customer satisfaction.

Ability to effectively articulate the value of Secureworks.

Work as a key member of a high performing team around a common goal or vision and can execute within a complex, matrix based environment.

Strong technical knowledge and the ability to align customer business challenges to the Secureworks portfolio and the desired business outcomes they provide.

Ability to overcome business challenges and demonstrate shared ownership of desired outcomes for the customer.

### **Preferred Skills**

8 to 12 years of experience selling a broad array of technology solutions.

Extraordinary customer management and strategic selling skills.

Aptitude for understanding how technology products and solutions tackle and solve business problem.

Strong communication, collaboration and executive presentation skills, and the ability to provide insight and thought leadership to senior management.

Bachelor's degree (BS/BA).

Secureworks is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Secureworks are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Secureworks will not tolerate discrimination or harassment based on any of these characteristics.

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