

## Technical Account Representative (TAM) - CX Marketing

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Company: Oracle

Location: United Kingdom

Category: other-general

Preferred background and experiences:

5+ years experience supporting marketing automation products and/or providing technical advisory/account management services

Minimum 1 year of Eloqua or Responsys experience preferred or comparable Marketing Automation software - Marketo, HubSpot

Experience with cloud-based/SaaS solution offerings - preferably in the area of marketing automation

Demonstrated experience working with the executive level in client environments

Proven ability to develop and cultivate lasting customer relationships with a diverse set of internal and external constituencies including senior level executives, legal, technical, finance, support, sales, and marketing experts

Working knowledge of the following business areas: Marketing Automation Service Cloud/Social Networks Call Center/Customer Service Business Analytics Sales Force Automation Strong Analytical capabilities

Ability to lead cross functional business and technical teams to provide timely issue resolution

Ability to create and sell business cases to internal and client audiences

Excellent organization, project management, time management, and communication skills

Willingness to 'roll up one's sleeves' and assist wherever needed

Team player who will work within the company to continue improving the way Oracle serves its clients

Ability to travel up to 10% of the time

Bachelors degree or equivalent experience in computer science, business, or related field (Masters preferred)

Develop and manage the Oracle Support relationship with a designated large account, or small number of medium accounts, throughout the contracted engagement. Work collaboratively with Sales, the Customer Support Manager and the customers to determine their needs and identify appropriate solutions. Coordinate delivery of Support Services. Has detailed knowledge and demonstrated execution of Oracle policies, procedures, reporting, escalation process and delivery tools. Identify and submit delivery leads for new opportunities. Job duties are varied and complex utilizing independent judgment. May have project lead role.

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