

IT Services Sales Lead Responsibilities:

- Develops and nurtures senior management relationships with the customer.
- Owns customer operational relationship: develops & nurtures excellent customer satisfaction.
- Develops and implements periodic review system with customer on business and operational health.
- Owns the bill-to-customer cycle and ensures collections against invoices.
- Develops strategies and processes with the customer in areas such as escalation management and change management.
- Principle contact for sales issues and escalation management, to the customer.
- Consults in presales & change order negotiations.
- Negotiates with and manages 3rd party vendors contributing to contractual requirements.
- Identifies incremental revenue opportunities and supports pursuit activities.
- Contributes to knowledge management capture, documentation & publication to drive organizational maturity.

Key Requirements

- Any Degree (or) commensurate work experience in related field.
- Minimum 5-7 years of experience in Field Sales within the *Software Licensing, System Integration / Network Integration, Support Services, Cybersecurity Solutions, Professional Services and Infrastructure Management Services (IMS)* domains.
- Good MS-Office skills
- Strong attention to detail and have a keen ear for customer requirements.
- Excellent communication skills and can clearly articulate sales concepts, strategies and engagement models.
- Strong team player who can collaborate effectively with different stakeholders