

## About Mesh Systems

[Mesh Systems](#) is an Internet of Things (IoT) Solutions Innovator that helps enterprises achieve digital transformation. With over 15 years of experience working with Fortune 500s and industry leaders, Mesh Systems has IoT engineering competency across hardware, software, wireless technologies, and cloud managed services. We have been regularly awarded as one of the most innovative companies in the IoT ecosystem. As a sales-driven, partner-led organization, we continuously seek to drive value and maximize the benefits of IoT for the enterprises we serve.

## What is the Internet of Things (IoT)?

IoT is a business revolution that has been brought about by incremental advances in technology. Internet-connected devices are all around us in the form of tablets, smartphones, and laptops, but IoT is about connecting the plethora of other things to the internet like espresso machines, beer tap handles, light poles, thermostats, and industrial machinery. By extracting key information from these devices, companies can better understand their customers, increase the safety and sustainability of their products, and fundamentally reinvent their business models. IoT is growing fast and is expected to be a \$500 billion industry by 2023. Why not get involved in this exciting industry?

## About the Position: Customer Success Manager

We are searching for a motivated team member that wants to be part of one of the leading 'Internet of Things' (IoT) companies in the world. This position is based in our Carmel, IN office and for this position we are searching for a candidate interested in working with in a B2B environment in a customer success role.

This role will report directly to the VP of Program Management.

### Job Responsibilities:

- Central point of contact for customer business stakeholders
- Responding to customer technical queries in a timely and accurate way, via phone, email or chat
- Identifying customer needs and helping customers use specific features of both mobile and web application
- Assist users in the field with troubleshooting when necessary
- Update our internal databases with information about technical issues and useful discussions with customers
- Direct interaction with customers and coordination of their requests with engineering teams
- Timely follow up with customers to ensure their technical issues are resolved
- Work side-by-side with experienced team members in working through and demonstrating questions posed by customers as needed
- Maintain customer success metrics on a weekly basis
- Helping test software to ensure new deliverables are ready for customer review and use
- Onsite customer meetings and limited travel may be required

### Required Skills:

- Strong verbal and written communication skills
- At least 3 years of hands-on experience with technology – software and/or devices
- Ability to work with cross functional teams consisting of developers, vendors, partners and business users
- Proactive approach to problem resolution and ability to work in a fast-paced environment
- Comfortable using technology and proficient using project management software

- Organize meetings between team members and customers
- Expertise in MS Office or related software technologies
- Experience with Microsoft Teams
- Ability to create step-by-step documentation for customer use
- Confident, articulate and detail oriented
- Patience when handling challenging problems

#### Other Requirements:

- Bachelor's degree
- Must be willing to travel up to 15% of your time

#### Interesting capabilities:

- Agile / Scrum experience using Azure DevOps
- Electronic contract manufacturing background
- Cloud, wireless or technology experience

#### **Working at Mesh has its perks:**

Salary, company bonus, medical, dental, vision insurance, 401k plan with match, flexible work from home, growth and development opportunities, paid time off, company paid life insurance, Friday lunch & learns, and unlimited snacks, fruit, coffee and sodas!

#### **Equal Opportunity Employer:**

Mesh Systems is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Our goal is to employ a diverse mix of talented people who want to come, to stay and do their best work.

#### **How to apply:**

If interested, please send a resume and cover letter to [careers@mesh-systems.com](mailto:careers@mesh-systems.com)