

Strategic Account Solutions Manager (*Individual Contributor, Non-management*)

Role Overview:

The Strategic Account Solutions Manager (SASM) is responsible for technical pre-sales engagement and cultivating and maintaining strong relationships with existing clients. This role focuses on managing and growing existing accounts by highlighting platform value and securing client adoption of additional use cases, products, and services. The SASM is accountable for exceeding monthly/quarterly quotas, ensuring accurate forecasting, and driving adoption/usage with customers and prospects in collaboration with internal teams. Success in this role requires proactive account management, technical know-how, and close collaboration with internal sales and product teams to deliver value and results for our customers.

Key Responsibilities

- **Pre-Sales Enablement**
Assist in the creation and deliver of technical content, demo environments, and sales tools to support go-to-market efforts and customer engagements.
- **Concept (PoC) Support**
Lead and support periodic PoC initiatives to validate product fit and value. Ensure successful execution and alignment with pre-sales delivery expectations.
- **Strategic Relationship Management**
Develop strong, long-term relationships with key stakeholders at client organizations, including quality, IT, and executive sponsors. Act as a trusted advisor and partner to help clients achieve their validation and compliance goals.
- **Account Growth & Retention**
Identify and pursue opportunities for account expansion through additional services, modules, or value-added capabilities. Drive account renewals, mitigate risks, and ensure customer retention and satisfaction.
- **Consultative Partnership**
Understand client pain points and business objectives, offering tailored guidance and solutions that align with regulatory requirements and best practices in validation.
- **Cross-Functional Collaboration**
Partner with internal teams—including Product, Services, Customer Success, and Compliance—to ensure a seamless customer experience and influence roadmap decisions based on client needs.

- **Customer Advocacy & Feedback Loop**

Act as the voice of the customer internally, communicating insights that inform product strategy, service offerings, and go-to-market messaging.

- **Metrics & Reporting**

Maintain accurate records of account activity and forecasts in CRM tools. Track and report on key performance indicators such as account health, engagement levels, and revenue growth.

Required Skills:

- BS/BA degree or equivalent work experience
- 6+ years of direct sales experience in an Account Manager or equivalent quota carrying role.
- Proven experience managing strategic accounts and partnering with other quota carrying individuals to maximize client results.
- Experience working in Life Science with GxP processes.
- Demonstrated ability to understand complex product features and demo functionality based on specific use cases.
- Experience in using CRM, and other cloud sales engagement tools.
- Excellent communication, negotiation, and problem-solving abilities.
- Proven ability to build trusted relationships and influence stakeholders at all levels.
- Self-starter with a collaborative mindset and experience working in a fast-paced, cross-functional environment.

Competencies:

Results Driven:	Communication:
Thinks about how the work can get done for the role in a better way.	Communicates with confidence in difficult situations.

<ul style="list-style-type: none"> • Contributes ideas to improve outcomes/performance for the role • Optimizes own work for efficient, effective, consistent high performance • Proactively identifies potential problems or issues; analyzes information to generate potential solutions 	<ul style="list-style-type: none"> • Confidently and respectfully navigates challenging conversations or interviews • Can adapt communication style in response to feedback • Communicates in a way that maximizes understanding and impact.
<p><u>Relationship Focused:</u></p> <p>Collaborates with others to get things done.</p> <ul style="list-style-type: none"> • Proactively seeks information and support from others in order to achieve results • Initiates collaboration with others outside the team and assists in the delivery of their work • Readily shares knowledge with others inside and outside the team 	<p><u>Career Development:</u></p> <p>Develops own skills proactively to build future foundation for self and team.</p> <ul style="list-style-type: none"> • Can identify own skills, knowledge and behavior gaps to inform own development plan • Demonstrates initiative in professional self-development