



**CARTESIAN**  
The Precision Practice

**Job Position:** Associate/Sr Associate

**Role Location:** Bangalore

**Role Objective -**

Own end to end ownership of the SOLUS driven engagement from deployment to daily operations for a given set of clients. Daily Key Activities include but not limited to SOLUS deployment Planning, CRM Campaign design, Customer Life Cycle Management, CRM KPIs performance tracking, Customization and Configuration of SOLUS as per the best practice. You will need to work with multiple stakeholders who include various functions within the Client Organization and the different teams within Cartesian.

**Key Responsibilities:**

- Interact and manage multiple client
- Prioritize daily operations and activities across multiple clients
- Establish yourself as SOLUS product expert
- Lead and own the go live of SOLUS deployment
- Understand client business and domain from CRM perspective
- Recommend and define campaign plan considering customer lifecycle management
- Defining and Tracking SOLUS performance KPIs. Proactively intervene to take corrective action
- Recommend improvements in SOLUS to facilitate roadmap for future enhancements

**Skills**

- Versatile- Able to work on a diverse range of clients with seamless transition from one to the other
- Strong Project and account management skills
- Experience in CRM driven engagement or products
- Data Analysis and mining
- CRM understanding and Campaign management exposure is mandatory
- Strong written communications - Is able to write clearly and succinctly in a variety of communication settings and styles
- Ability to guide the client during the action implementation
- Good interpretation and presentation skills

**Education and Experience:**

- Your education will be MBA/BTech/ BE
- 1-5 years' experience in a similar role