



Customer Success Manager / Account Manager Italy (m/f/d) E-Commerce

As of now | Full-time employee | Professional/Experienced | Remote | Italy

Apply now!

STRONG NETWORK. STRONG TEAM.

Become part of one of Europe's leading networks for checkout and digital marketing services. More than 3,000 European partner shops trust our high-quality e-commerce solutions to enhance their business. How? By innovatively integrating artificial intelligence into online marketing. Now it's your turn: Enrich our teams with your ideas, energy, and personality.

YOUR RESPONSIBILITIES

- As a Customer Success Manager (m/f/d), you represent Sovendus to our top-selling e-commerce partners in Italy.
- You will work in a team with your Customer Success and New Business colleagues in Italy as well as in Germany and will be responsible for

YOUR PROFILE

- Thanks to your strong affinity for numbers and your confident use of advanced Excel, PowerPoint, and other reporting tools, you are able to create insightful reports and analyses for both internal and external stakeholders.

the comprehensive support and further development of your e-commerce partners throughout the entire partner lifecycle.

- You will continuously analyze the performance of your partners and implement optimization measures on your own responsibility.
 - With your expertise in upselling and cross-selling, you further develop our partners.
 - You will prepare internal and external analyses and present them confidently at management level.
 - You will support the New Business team in the onboarding of the new partners.
 - As a team player, you work closely with Finance, New Business, User Experience and IT.
 - You will report to the Country Manager Italy.
- You stand out through your excellent communication and negotiation skills, even when dealing with challenging topics.
 - You have professional experience in sales/account management. Ideally, you have also gained expertise in performance marketing, e-commerce or the agency business.
 - As a self-starter, you show initiative, commercial flair and data driven actions.
 - You have excellent written and spoken Italian skills and a good command of English.
 - A good network in digital advertising and/or performance marketing and/or e-commerce is a plus.
 - The role is fully remote by contract; however, availability to work from the office approximately one day every two weeks, as well as support industry events and trade fairs, is required.
 - Proximity to Milan is considered a plus.

MORE REASONS FOR SOVENDUS



Remote Work



Workation



External Training



**25 Days of Annual
Leave**

WHO WE ARE



1 Team. 18 Nationalities. 50% Women & 50% Men. Hundreds of Opportunities!

Our story began in 2008 in Germany: Oliver Stoll founded the company "Gutschein-Connection". This marked the start of successful growth that has made us the leading network for vouchers and special offers. In 2011, the company was renamed Sovendus, and today, Sovendus has 145 employees who have made this tremendous growth possible. This is also due to our great diversity: our teams consist of roughly equal numbers of women and men, with a total of 18 nationalities and an average age of 35. This includes not only permanent employees but also working students and interns.

IT'S A MATCH?

Do you think you're a great fit for us and we're a great fit for you?

[Apply now!](#)



Corina Corti Maderna

People & Culture Manager

karriere@sovendus.com