Position : Customer Success Manager

Location – Chennai (On-site role)

This is a full time, on-site role. The Customer Success Manager will be the interface between our advanced VR/MR training simulations and our valued clients. Your role will involve ensuring that our customers have a smooth and effective experience using our simulations on devices like Meta Quest 2 and HTC Vive Pro. You will provide expert guidance, from the initial setup to ongoing support, ensuring that our clients can leverage the full potential of our VR/MR training solutions.

Key Responsibilities

- Facilitate the successful implementation and adoption of our VR/MR training simulations at customer sites.
- Provide expert advice on the optimal setup and use of Meta Quest 2 and HTC Vive Pro devices for our training simulations.
- Conduct comprehensive training sessions for clients, ensuring they are comfortable and proficient in using the VR/MR technology.
- Act as the primary point of contact for clients, addressing queries, and resolving technical issues swiftly to ensure minimal disruption.
- Collaborate closely with the technical team to provide feedback from clients, aiding in the continuous improvement of our simulations.
- Monitor and report on the usage of our VR/MR solutions, offering insights and recommendations for enhanced training outcomes.
- Stay abreast of the latest trends and developments in VR/MR technology to provide informed recommendations to both clients and our product team.

Ideal Candidate

- Bachelor's degree in Technology, Science or related fields.
- Minimum 4 years of experience in customer success or technical support, with at least one year in the VR/MR industry.
- Proven expertise in handling VR devices such as Meta Quest 2 and HTC Vive Pro.
- Excellent communication and interpersonal skills, with an ability to translate technical details into easily understandable terms.
- Strong problem-solving skills and a customer-centric approach.
- Experience in conducting training sessions and presentations.

About Skillveri

Skillveri is an XR technology company headquartered in Chennai, India and born at IIT Madras. It has over a decade of experience in enabling better quality manufacturing skills, through their multi-skill simulation platform on Metaverse and XR. Skillveri simulators are being used not just in India but also in Europe and North America.

Skillveri is the global market leader in the Painting Simulator segment. It has 150+ customers worldwide using 400+ installations, including reputed industries like JCB, thyssenkrupp, Suzuki, TAFE, Hero, Nippon Paint, Asian Paints, Berger Paints, Axalta Coatings, etc. and reputed private and govt training centres. Skillveri has won the NSDC Innovation Award, and the Unity3D Best Non-Game Product award at Unite Melbourne.