

## Cloud Client Success Specialist

Award winning ThunderCat Technology is a Service-Disabled Veteran-Owned Small Business (SDVOSB) that delivers technology solutions and services to government organizations, educational institutions, and commercial companies. Specifically, ThunderCat is a systems integrator that brings an innovative approach to solving customer problems in and around the datacenter by providing strategies for Data Storage, Networking, Cyber Security, and Cloud Transformations. A proven leader, ThunderCat Technology provides and optimizes technologies from best of breed manufacturers. Clients include DOD, HHS, DHS, VA, Treasury, FBI, State of Virginia, Hawaii Health Systems, and Avery Dennison.

<http://www.thundercatttech.com>.

The customer success coordinator is responsible for managing cloud contracts throughout the lifecycle of a customer. This role includes business development, onboarding, monthly invoicing, and acting as primary customer contact. This role will also include working with clients to grow and drive their existing cloud spend. This role acts as an intermediary between departments internal to ThunderCat and facilitates proper communication flow throughout the organization.

### Primary Responsibilities

- Primary contact for clients for all cloud related activities.
- Cloud Billing - manage monthly invoices for internal finance team
- Point of contact for cloud vendors and OEMs
- Working knowledge of cloud operations (Volume Discounts, cost optimization)
- Good knowledge of billing, budgeting and forecasting in cloud environments.

### Skills

- Good communication skills and ability to interact with technical, financial and executive clients and partners
- Ability to understand cloud invoices and pricing calculators.
- Excellent client facing skills.
- Strong Analytical Skills- Attention to detail
- Experience working with financial management tools (CRM, Excel, Quickbooks, etc)
- Cloud Practitioner technical skill level
- Experience working in a sales organization

### Experience

- Bachelor's degree in a computer-related or business field preferred.
- Minimum of 2 years Cloud operations/sales or IT financial management experience.
- Experience with medium-large IT environment

### Physical Demands and Work Environment

- Work environment is an office atmosphere.
- Frequent computer/keyboard usage