

KEY ACCOUNT MANAGER

Designation	Key Account Manager
Company Name	Docplexus is the largest and fastest growing platform for doctors in India. As of today there are 150000+ doctors registered on the platform and it is growing by 6000 new registered doctors every month. Docplexus focuses on peer-to-peer exchange of patient cases, dialogue and interdisciplinary learning to improve medical outcomes. It is a trusted and secure platform accessible exclusively for medical practitioners, offering real-time dialogue, exchange and interaction in clinical and non-clinical forums, knowledge centers, treatment guidelines, certified educational resources and latest medical news.
Job Description	<ul style="list-style-type: none"> • Develop and implement the strategic partnership with key accounts • Be a single point of contact for the account and work with all the stakeholders within Company (Delivery, Sales, Product) as well as with key stakeholders on the customer side • Be the central point of contact and take responsibility for customer problem resolution and satisfaction. • Customer Engagement Activities and constant interaction with clients in order to build long-term relationships • Co-ordination of RFQ process with operations to submit proposals to prospective projects and customers. • Preparation of project plans with content team and monitoring of projects to ensure the delivery of assignments in a timely manner. • Ensure presentation to clients and signing up the clients for the services. • Build and scale offerings for Pharma companies with our team • Follow-up on payments • Repeat business and customer satisfaction to be key KPIs to measure
Desired Profile	<p>Skills</p> <ul style="list-style-type: none"> • Co-ordination of customer meets, visits and other specific requirements of customers. • Contract reviews, tracking of delivery and quality performance • Understanding needs of customer • Content marketing strategy and execution • Translating marketing strategies in compelling storylines that address the target audience • Empathic development of long-term customer relationships • Agile project management <p>Personality</p> <ul style="list-style-type: none"> • Positive and trustworthy • Go getter with hands-on approach • Self-starter, results-driven and never satisfied • Entrepreneurial mind set, energized by uncertainty and uncharted territory • Willingness to travel to client location
Experience	<ul style="list-style-type: none"> • Minimum 5 years experience in consulting and key account management to deliver projects to enterprise clients • Consulting experience in Lifesciences/Healthcare / Pharma background welcome but not necessary • Striving to create impact outside of corporate structures, high degree of entrepreneurial drive • Start-up experience is preferable
Industry Type	Consulting, Key Account Management
Education	<ul style="list-style-type: none"> • MBA from a reputed institute
Location	Base location in Pune and frequent visits to client locations within India
Work environment & Compensation	<ul style="list-style-type: none"> • A high-performing team that with proven success • A nurturing environment with hands-on coaching from our European investors • Self-responsibility and room for creativity • Being a significant part in making India's healthcare better