

Senior IT Renewals Manager

CNP Technologies has been helping clients Build, Manage, and Protect their mission-critical IT systems for over 22 years. We boast a deep bench of tenured engineers and long-term employees, many who have been an integral part of CNP since the beginning. Being part of CNP means being surrounded by passionate and innovative thinkers who are focused on both elevating our employees and delivering long-term customer success in Unified Communications, Data Center & Network Infrastructure, Cloud Services, and Network & Data Security.

The **Senior IT Renewals Manager** is responsible for a portfolio of accounts where the focus is to ensure customers are receiving long-term value from their solution, thereby leading to overall adoption, expansion, and renewals throughout their customer journey. The goal is to create a greater customer experience by ensuring long term value is being derived from CNP to drive overall company growth.

Responsibilities

- Develop account strategies and cultivate long-term relationships with portfolio of assigned customers to proactively engage and align with business needs, identify new requirements, drive adoption, and maximize account growth to expand CNP footprint, along with the various sales teams. Promote new product features and identify cross-sell opportunities. Set customers up for future success by curating use-case recommendations and educating customers on relevant new features and opportunities to grow with CNP.
- Complete renewal and expansion lifecycle management including accurate 90 day forecasting, working in collaboration with sales to drive value-based discussions, negotiate contract pricing and terms, quoting, and obtaining purchase orders. Track customer interactions within CRM.
- Proactively monitor and identify risk factors such as product usage, customer issues, roadblocks, pain points, training needs and develop mitigation/resolution strategies to minimize attrition.
- Own, drive, and lead the renewals process in collaboration with the account team to preserve and enhance customer contracts and relationships.
- Actively engage with key decision-makers to identify customer requirements and uncover roadblocks to ensure on-time commitments.
- Develop playbooks for renewal engagement maximizing revenue retention.
- Serve as the voice of the customer and collect feedback to drive continuous improvement across all areas including product.

Desired Qualifications:

As an IT Renewals Manager, you are driven, curious, intelligent, and deeply passionate about your craft. You will remove barriers to customer retention and collaborate with the broader customer success team to deliver a high value customer experience at time of renewal. This is a demanding role that requires strong leadership, priority management and interpersonal skills.

- Demonstrated or equivalent experience in a renewals position with additional experience in Customer Success/Account Management roles
- Detail-oriented with strong negotiation skills, experience navigating contract and procurement cycles, as well as driving contract process to completion
- Strong relationship management skills with a passion for delivering results for customers
- Experience using Microsoft Dynamics is a plus
- Possess strong written and verbal communication skills to effectively communicate with all levels of an organization