

# KEY ACCOUNT MANAGER

<b>Designation</b>	<b>Key Account Manager</b>
<b>Company Name</b>	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.
<b>Job Description</b>	<ul style="list-style-type: none"> <li>• Develop and implement the strategic partnership with key accounts</li> <li>• 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</li> <li>• Be the central point of contact and take responsibility for customer problem resolution and satisfaction.</li> <li>• Customer Engagement Activities and constant interaction with clients in order to build long-term relationships</li> <li>• Co-ordination of RFQ process with operations to submit proposals to prospective projects and customers.</li> <li>• Preparation of project plans with content team and monitoring of projects to ensure the delivery of assignments in a timely manner.</li> <li>• Ensure presentation to clients and signing up the clients for the services.</li> <li>• Build and scale offerings for Pharma companies with our team</li> <li>• Follow-up on payments</li> <li>• Repeat business and customer satisfaction to be key KPIs to measure</li> </ul>
<b>Desired Profile</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Co-ordination of customer meets, visits and other specific requirements of customers.</li> <li>• Contract reviews, tracking of delivery and quality performance</li> <li>• Understanding needs of customer</li> <li>• Content marketing strategy and execution</li> <li>• Translating marketing strategies in compelling storylines that address the target audience</li> <li>• Empathic development of long-term customer relationships</li> <li>• Agile project management</li> </ul> <p><b>Personality</b></p> <ul style="list-style-type: none"> <li>• Positive and trustworthy</li> <li>• Go getter with hands-on approach</li> <li>• Self-starter, results-driven and never satisfied</li> <li>• Entrepreneurial mind set, energized by uncertainty and uncharted territory</li> <li>• Willingness to travel to client location</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years experience in consulting and key account management to deliver projects to enterprise clients</li> <li>• Consulting experience in Lifesciences/Healthcare / Pharma background welcome but not necessary</li> <li>• Striving to create impact outside of corporate structures, high degree of entrepreneurial drive</li> <li>• Start-up experience is preferable</li> </ul>
<b>Industry Type</b>	Consulting, Key Account Management
<b>Education</b>	<ul style="list-style-type: none"> <li>• MBA from a reputed institute</li> </ul>
<b>Location</b>	Base location in Pune and frequent visits to client locations within India
<b>Work environment &amp; Compensation</b>	<ul style="list-style-type: none"> <li>• A high-performing team that with proven success</li> <li>• A nurturing environment with hands-on coaching from our European investors</li> <li>• Self-responsibility and room for creativity</li> <li>• Being a significant part in making India's healthcare better</li> </ul>