



## Major Account Manager (Service Sales) - Tokyo

### Responsibilities:

- Service sales directs the pre-sales for advanced service and Professional service to net new clients by generating pipeline
- Service sales leads and coordinates all client retention and upsell activities for various products/services associated with the contract.
- Responsible for aligning service plans and revenue with objectives, market trends, and in displacement of competitive service offerings.
- Acts independently or with sales channels assessing customer requirements, makes presentations to customers, and develops customer account reviews in order to establish Fortinet as a strategic partner.
- Maintains & grows the revenue and profit for assigned accounts
- Develop a strong relationship with client executives up to the manager of Operations level.
- Helps develop plans & strategies that anticipate client's evolving business requirements
- Supports Sales leadership by bringing executive alignment to significant issues with the customer
- Escalating support issues and owning the issues to resolution/restoration
- Monitoring, measuring and improving overall customer satisfaction through process improvement, resources improvement and other steps, either directly or through escalation
- Engaging with account managers and implementation teams developing, reviewing & finalizing the implementation plans for new projects, and achieving approval for opportunities.
- Conducting and participating in readiness reviews, services reviews & satisfaction reviews

### Requirements:

- Requires Bachelor's degree with solid track record in generating services revenue and sales
- Proven experience in managing client relationships, developing strategies and facilitating escalations
- Sound knowledge of Networking and Security solutions, preferably utilizing Fortinet or similar products and services.
- More than 10-years IT industry experience for global company
- More than 8-years sales experience having funnel management
- Communication and negotiation experience with cross functional team such as Services, Marketing and SE team
- Fluent in written and spoken English to communicate with global team



Fortinet is an Equal Opportunity employer.

We will only notify shortlisted candidates.

Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases.

Should any Agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the Agency free of any related fees/charges.

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