



Techlogix is seeking Relationship Managers who will be responsible for Account Management with our partner Banks for our Digital Lending Platform. Critical components of this role involve building, deepening and retaining client relationships, extending contracts, as well as cross-selling new products and capabilities. To succeed in this role, you must have excellent communication skills, coordination with the Techlogix sales and marketing teams and a strong ability to build rapport with customers and understand how to increase the usage of our Digital Lending Platform.

**WE'RE
HIRING**

Relationship Manager (Digital Lending)

Responsibilities:

- ◉ Act as an advocate for Techlogix within Banks and for Banks within Techlogix
- ◉ Take ownership of specific targets for Digital Lending by our partner Banks
- ◉ Observe, analyze and understand any bottlenecks in the usage of our platform at Banks
- ◉ Manage close day-to-day working relationships with key Bank personnel to ensure smooth delivery and rollout of our Platform
- ◉ Act as primary liaison between the Bank and Techlogix by coordinating activities between sales, Pre-sales, onboarding, increase utilization of services and renewals
- ◉ Identify opportunities to cross-sell and up-sell Techlogix financial services products and services to existing clients and liaison with sales team to close deals
- ◉ Resolve client complaints quickly and effectively
- ◉ Assist in developing strategy for managing overall client relationships
- ◉ Be involved in new clients' sales process at an appropriate stage to ensure client comfort and ease transition
- ◉ Understand clients' business, operating models, and pain points and proactively explore ways to improve overall client satisfaction
- ◉ Develop cross-functional relationships within Techlogix (i.e. sales, support, product, engineering etc.) to strengthen knowledge and advocate for clients' needs
- ◉ Gain solid knowledge of competitors

Requirements:

- ◉ Proven experience as a Client Relationship Manager in the Banking sector
- ◉ Sound knowledge of Customer Relationship Management
- ◉ Excellent communication skills
- ◉ Aptitude for fostering positive relationships
- ◉ Customer-oriented, solution-focused mindset
- ◉ Willingness to take ownership for issue resolution
- ◉ Bachelor's/Master's degree in Business Administration or similar field

Location:

- ◉ Lahore, Karachi, Islamabad

