

## Join Joe Security to Deeply Analyze Cyber Threats!

Joe Security LLC is a fast-growing Swiss based company specialized in the development of automated malware analysis systems. We develop and support Joe Sandbox - one of the most advanced malware analysis system for Windows, Linux, Android and macOS operating systems. Joe Sandbox is actively being used many CERTs, CIRTs and SOCs around the world.

As a Customer Success & Renewal Specialist, you will play a crucial role in ensuring customer satisfaction and driving client growth. You will help customers maximize the value of our SaaS and on-premises solutions by managing a smooth onboarding process, offering ongoing technical support, and guiding them to success. A key focus of your role will be managing customer renewals to build lasting, long-term partnerships that support our company's growth.

## **Customer Success & Renewal Specialist 100% (m/f/d)**

### **Key Responsibilities:**

- Own and manage the onboarding process for new customers
- Become a product expert to provide top-tier technical support and training, helping customers effectively utilize Joe Sandbox Cloud/on prem solutions
- Proactively address customer feedback and requests
- Conduct regular health checks on customer accounts, identifying any potential concerns and implementing corrective measures
- Drive the end-to-end renewal process for all our customers, including proactive communication, negotiation, and contract closure
- Identify opportunities for upselling, expansion, and cross-selling of additional services and products
- Develop and execute targeted campaigns to introduce customers to new features, add-ons, or upgraded services

### **Skills & Experience:**

- Minimum of 2 years in customer success, account management, or SaaS renewals (in the cybersecurity domain would be a plus).
- Proven experience in managing and driving SaaS and on prem solutions renewals
- Strong negotiation skills and the ability to manage complex renewal processes
- Familiarity with key cybersecurity technologies and tools such as sandboxing, firewalls, IDS/IPS, EDR/XDR, SIEM, SOAR, TIP.
- Proficient in customer service practices and experienced with CRM software to manage customer accounts and renewal pipelines.
- Excellent communication skills in English (written and spoken), C1 level.

### **Education & Certification:**

- Bachelor's degree in Computer Science, IT, or a related field.
- Security certifications (GCTI, CHFI, CEH, Security+) are an advantage.

### **Why join Joe Security?**

- Profitable and internationally well positioned
- Become part of a cool team of engineers and malware specialists



- Work with high-tech products used by industry leaders
- Flexible working hours
- Competitive salary and bonuses
- Free drinks and gym reimbursement
- Employee training programs
- Possibility to work partially from home

Interested? We would be happy to invite you for an interview. Please send your job application to [career@joesecurity.org](mailto:career@joesecurity.org).