



ROLE PROFILE

Customer Regional Manager

Why do we have this role?

Resonate's vision is to support the development of transport services that improve the quality of life and the health of nations, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

Our Customer Engagement team is responsible for supporting our customers in a pro-active, positive manner throughout the life cycle of the relationship, to influence their understanding of the value our solutions provide both directly and to their service end users, help shape their decision making, and maximise the availability of and engagement with, our systems. Internally, the team contributes to the ongoing resilience and availability of our systems, identifying and communicating opportunities for development and up-sales.

As a Customer Regional Manager, you will utilise your experience and relationship building capabilities to focus on keeping our client satisfied and fully apprised of current Resonate products. This is key role, playing a direct part in the engagement relationship with our customer, ensuring we meet our obligations and achieve our long-term goals.

What are the key objectives?

- To be the voice of the client back into the business
- Day-to-day tracking and management of all service metrics in line with SLAs
- Attending and creating agenda for the product contract meetings, owning actions on behalf of Resonate
- Performance and user adoption of our products (which could include identification of further training requirements)
- Identification of training needs and design of training (relating to our systems) to support the client's business change objectives
- Actively supporting project delivery as required, e.g., working closely with User Acceptance Test team to manage User Acceptance of TM system upgrades before deployment
- Provide training to trainers (Train the Trainer) on our core Traffic Management (TM) product
- Support the creation and distribution of appropriate customer-facing documentation for the operation and maintenance of our systems
- Undertake log collection and minor deployments on site (suitable training will be provided)
- Demonstrate current Resonate products (Luminate and Scalable)
- In conjunction with the Product Owner, produce and own location roadmap for each regional site for resonate products

Top Operational Relationships

1. Client and their representatives
2. Product Ownership team
3. Customer Engagement team
4. Deployment and Support teams
5. Sales team





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Person Requirements

- Able to develop, cultivate and maintain long term client relationships
- Ability to effectively communicate developing and changing client needs, expectations and pain points within the business
- Resilient and able to thrive in fast-paced technical environment
- Collaborative, with a solution and value-creation focus
- Capable of understanding complex technical implementations
- Excellent communication and inter-personal skills
- Passion for technology and the difference it makes to the client and their end users

Occasional site working and periods of on-call support when required is a feature of the role, with the likelihood of some unsociable hours/weekends/public holidays including Xmas/New Year and Easter a requirement.

Our Values and Behaviours

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

We have adopted a flexible, hybrid approach to work location - talk to us about your preferences. If your role is based at one of our offices, you will still have the opportunity to work from home and may also be required to do so. This may be on a permanent basis (full or part-time) or at such times as the Company may require, for example in an emergency or pandemic context.

