



Vacancy Customer Regional Manager

About us

Our vision is to create a truly connected rail network, using deep technology expertise and industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. Delivering high levels of automation into complex operational environments, we recently integrated our control technology with our own Traffic Management System, a genuine world first. Our service offer will continue to grow, taking advantage of cloud, data analytics, edge computing and IT/OT integration. We are a company that is excited by the possibilities offered by technology and driven by improving experiences for passengers globally.

About you

You will be passionate about the benefits technology can deliver for society, the economy and environmental sustainability. We will give you product and skills training as required – but you will be:

- Able to develop, cultivate and maintain long term client relationships
- Able to effectively communicate developing and changing client needs, expectations, and pain points within the business
- Resilient and able to thrive in a fast-paced technical environment
- Collaborative, with a solution and value-creation focus

About the role

Reporting to our Service Manager for Regions, you'll be responsible for a range of activities, including:

- Creating and developing strong relationships with key client stakeholders
- Being the voice of the client within our business
- Capturing use cases for our digital systems to support benefits analysis
- Coordinating with our support services team to ensure service metrics remain in line with SLAs
- Working with our clients to improve operational performance and user adoption of products
- Identifying client's training needs for our systems, helping design and deliver them
- Keeping internal stakeholders informed of system adoption and potential opportunities
- Actively support project delivery as required, e.g., deployment planning, and working closely with Test team to manage User Acceptance of system upgrades before deployment
- Supporting creation and provision of guides for the operation and maintenance of our systems
- Undertake minor system site work (training will be provided)
- Demonstrating current Resonate products (including Luminate, TMV, and Initiate) to clients

What you will get

With the ability to work flexibly within Client Services, you will develop your client engagement experience in a technically complex, commercial environment. Your personal network will also grow, both internally with our talented technical and domain specialists, and externally across our client portfolio.

Our package is comprehensive, with a competitive salary based on the experience and value you can bring, 27 days annual leave (plus public holidays), Company-paid healthcare cover, Life Assurance and Income Protection cover, and a personal pension plan. We also offer free eye tests, flu vaccinations, interest-free season ticket loans (qualifying employees), an employee assistance programme, and cycle-2-work scheme.





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Location

We have a flexible, hybrid approach to work and location across our three UK office spaces in Derby, Milton Keynes, and London – so talk to us about your preferences and how these could work for us both.

Interested? Then please apply to recruit@resonate.tech, sharing your CV and explaining why you would be suited to this opportunity.

