



## **RVAI Global**

**About RVAI** – RVAI will enable organizations to leverage the changing face of the technology industry offering unique and bespoke consulting solutions across digital applications and AI. As organizations evolve themselves into being AI ready or develop AI first business applications, RVAI will be at the center of this transformation.

**Job Title:** Vice President - Account Management

**Location:** Bangalore

**About the Role:** Are you an exceptional leader with a passion for cultivating deep client relationships, driving strategic account growth, and ensuring unparalleled customer satisfaction within the AI and digital transformation space? We are seeking a seasoned Vice President of Account Management to lead our efforts in nurturing and expanding our most critical client partnerships. This role demands a proactive approach to understanding client needs, identifying opportunities for expansion, and expertly navigating complex account dynamics, including anchoring escalations to successful resolutions. If you thrive on building long-term value for clients and are adept at ensuring their continued success with cutting-edge AI and IT SaaS solutions, this opportunity is for you.

### **What You'll Be Up To:**

#### **Strategic Account Leadership & Growth:**

- Develop and execute comprehensive account management strategies to deepen relationships, maximize client retention, and drive significant revenue growth within RVAI Global's key accounts.
- Identify and proactively pursue opportunities for upselling and cross-selling RVAI Global's bespoke AI consulting solutions, Digital Applications, and AI-first services within existing client portfolios.
- Collaborate closely with sales, delivery, and product teams to align account strategies with overall business objectives and ensure seamless service delivery.

#### **Client Relationship Management:**

- Cultivate and nurture strong, enduring relationships with C-level executives and key decision-makers across various business functions and industry verticals within assigned accounts.
- Act as a trusted advisor, deeply understanding complex client challenges and articulating the compelling value proposition of RVAI Global's AI services and scalable IT SaaS products in the context of their evolving needs.
- Regularly engage with clients to assess satisfaction, gather feedback, and proactively address any concerns to ensure a consistently positive experience.

**Escalation Management & Resolution:**

- Serve as the primary point of contact and anchor for high-priority client escalations, demonstrating exceptional problem-solving skills and a commitment to swift, effective resolution.
- Orchestrate internal resources and stakeholders to address client issues, ensuring clear communication, defined action plans, and timely follow-through.
- Implement best practices for escalation prevention and management, contributing to continuous improvement in client satisfaction metrics.

**Value Realization & Impact:**

- Work with clients to define and measure the business impact and ROI of RVAI Global's solutions, ensuring they realize maximum value from their investments.
- Develop and present compelling business reviews and strategic roadmaps to clients, showcasing achieved successes and outlining future opportunities.

**Team Leadership & Development :**

- Potentially build, mentor, and lead a high-performing team of Account Managers, fostering a culture of client-centricity, accountability, and continuous improvement.
- Provide guidance and support to the team in navigating complex client scenarios, negotiating renewals, and identifying growth opportunities.

**Market & Industry Insight:**

- Stay relentlessly ahead of trends in AI adoption, digital transformation, enterprise IT landscapes, and competitive dynamics across multiple industries to inform account strategies and identify emerging opportunities within existing client bases.
- Share market insights and customer feedback to guide RVAI Global's service offerings and go-to-market strategies, ensuring relevance across diverse sectors.

**Who You Are (Your Superpowers):**

- You've got 12-15+ years of progressive experience in account management leadership, with a proven track record in managing and growing key enterprise accounts, preferably within B2B IT SaaS products and/or AI/ML services.
- You possess deep familiarity with the AI landscape and how diverse organizations are leveraging AI for strategic business advantage; you can confidently discuss complex AI strategies, digital transformation, and enterprise IT solutions with clients.
- Demonstrated success in cultivating and expanding relationships within large enterprises, including significant experience working with Global Capability Centers (GCCs) or similar captive customer models.



- You are inherently industry-agnostic, with a versatile account management approach capable of adapting to the unique needs and regulatory environments of various sectors.
- Exceptional communication, negotiation, and presentation skills with the ability to influence and build rapport at all organizational levels, particularly in high-stakes situations.
- You are a strategic thinker, results-oriented, and adept at navigating complex organizational structures to drive client success and resolve issues.
- Proficiency with modern CRM systems (e.g., Salesforce) and advanced account management methodologies are integral to your success.
- Proven ability to anchor and successfully resolve complex client escalations, maintaining strong relationships throughout the process.

### **Why Join Us:**

- Be part of a team that values your ideas and gives you the freedom to drive significant business impact in the rapidly evolving AI and digital transformation space.
- Work on exciting, industry-agnostic projects, connecting with global innovators and enterprises that are at the forefront of AI adoption.
- Opportunity to grow with a company that's just as forward-thinking as the AI solutions we deliver, playing a central role in their transformation.
- If your dream job includes architecting long-term client success, leading strategic account growth, and building the future of AI adoption across industries—then don't wait.

Apply now and let's drive greatness together!