



Account Manager - Life Sciences

About Redica

Redica is at the forefront of leveraging the power of Big Data and AI to make government data accessible, usable and valuable to everyone who needs it.

Top Pharma, Food Manufacturers, Medical Device companies, and Service firms from around the globe rely on Redica to mine and process government inspection, enforcement, and registration data in order to quantify risk signals about their suppliers, identify market opportunities, benchmark against their peers, and to prepare for the latest inspection trends. Our data and analytics have been cited by major media outlets such as MSNBC, WSJ, and the Boston Globe. Our website, www.Redica.com

We are passionate about our mission to empower the champions of quality and regulatory with actionable data intelligence. At Redica, we're committed to our work and our customers.

Job Brief

Redica is looking for a dynamic, highly motivated Account Manager to help drive Redica's growth in the U.S. and international markets. In this role, you will be responsible for overall customer relationships, exceptional customer satisfaction, and revenue growth across your assigned accounts located in various geographies and industries across the globe. The Account Manager will own strategic accounts and long-term growth plans that drive adoption and extend the reach of the Redica platform. You will be tasked with hitting aggressive revenue targets across the Life Sciences industry within our customer base. This is an opportunity for you to join a rapidly growing technology company and be an early part of shaping the direction of our Account Management team. The successful candidate will do so by communicating across various business functions, organizational levels (including C-level), and business departments (Clinical, Quality, Regulatory, Compliance). Creativity, initiative, and the ability to work effectively within a growing team are critical.

We have office locations in Pleasanton, CA and Denver, CO and open to remote work for candidates residing in the US.

What You'll Do

- Manage the entire customer post-sale life cycle journey including retention, upsell and cross-sell
- Meet and exceed your assigned revenue expansion and retention quota
- Develop account plans within account segments and maintaining a pipeline of potential client growth opportunities
- Contribute to Quarterly and Annual Revenue and Retention Goals

- Analyze and relate our customer's challenges to Redica's vision and value propositions/solutions
- Work both independently and cohesively in a team environment
- Represent Redica at industry associations and events
- Report and maintain timely and thorough notes pertaining to accounts and opportunities in Salesforce.com

Requirements

- 3+ years of experience in an account management or client management position
- PLUS: Knowledge of the Life Sciences / pharmaceutical industry, primarily with Quality and Regulatory teams is highly desirable
- Consistent track record of achieving and exceeding quotas
- Fast Learner; able to take accountability and direction
- Excellent interpersonal, presentation, written & verbal communication skills
- Be self-motivated, professional, confident, flexible, and results-driven
- Be proactive and energetic approach, flexible
- Strong listening, analytical and organizational skills
- History of longevity with previous employers
- BA/BS degree or equivalent experience
- Be willing to travel as required

To apply: Please send resume, cover letter, and salary requirements to Ryan Donohue, Head of Sales (ryan.donohue@redica.com).