Nanome

Position: BioPharma Account Manager

We are searching for a BioPharma Account Manager who can help us deploy, train, maintain, and upsell to our existing biotech customers.

Responsibilities include:
- Deployment Project Manager
  - Manage Nanome implementations from PO signing through deployment, training, and overall success.
  - Holding recurring calls with the internal technical customer success (TCS) team and make sure all statuses and notes are updated.
  - Coordinate internal personnel with biotech and pharmaceutical IT teams to facilitate deployment & training of Nanome customers. Understand the high level IT challenges and facilitate hardware acquisition, software licensing, and IT troubleshooting.
  - Ensure that customers are well trained to fully leverage all the Nanome benefits.
- Account Management
  - Coordinating with internal and external scientists. Understanding high level scientific challenges and facilitating execution of training and additional plugin software development as needed.
  - Prepare slides, emails, documents, and other communications, being the "**owner**" to make sure everything is **customer ready** while getting input from internal IT and application scientists.
  - Ensuring that all required relevant parties externally and internally are present at check-in meetings, Quarterly Business Reviews, Trainings, and other post customer acquisition meetings.
  - Work cross functionally within the company to communicate with all stakeholders in customers' success
  - Create and maintain relationships with customers to better understand and achieve their needs
  - Identify opportunities for growth within our platform
  - Manage all reporting about the health of customers' accounts

Requirements:
- Must Have:
  - Previous account management experience for enterprise B2B accounts
  - Articulate and well accustomed to a client facing role
  - Experience with software deployment in enterprise/commercial settings.
  - Meticulous **attention to detail** in scheduling, coordinating, and facilitating meetings between external and internal IT personnel.
  - Understanding of "**customer ready**" communication: slides, emails, documents

Nanome

- ○ Experience with IT troubleshooting and basic comfort with IT.
- ○ Experience with hardware procurement in enterprise/commercial settings.
- ○ Ownership mentality - making sure everything going out to customer is our best work and ability to sound fire alarm internally when something isn't getting done.
- ○ Sales or account management experience.
- ● Preferred:
  - ○ Understanding of chemistry, biology, and early drug discovery.

If interested, please send us your resume via email to jobs@nanome.ai

About Nanome:
Our virtual reality software for molecular modeling and simulation that allows users to manipulate molecular structures with their hands and collaborate with anyone in the world. Our users range from top pharma companies, biotechs, graduate-level research labs, to entry-level chemistry classes. We are an early stage, revenue-generating, VC backed startup that spun out from UC San Diego. We have previously built a blockchain-based platform for scientific collaboration and have a blockchain development division.
Location: San Diego and Remote
Commitment: Full time (Local or Remote)