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Senior Customer Success & Delivery Manager (Account Owner – Implementations and PMO)

Hiring organization
ITOrizon

Employment Type
Full-time

Experience
5+ Years

Role
Senior Manager

Job Location
Bangalore, India, India

Date posted
April 9, 2026

Description

About Us

ITOrizon is a global consulting and technology company that helps enterprises design, implement, and optimize complex supply chain and digital transformation initiatives. Headquartered in Atlanta, USA, with offices in India (Bengaluru) and the UAE (Sharjah), we partner with global clients across retail, manufacturing, logistics, and distribution sectors.

We combine deep domain expertise with modern technology to deliver practical, scalable solutions. Our teams work across strategy, implementation, and managed services — helping organizations adopt leading platforms such as Oracle, Manhattan, Blue Yonder, and our next-generation composable enterprise platform, Karolium.

Role Overview

We are seeking a Senior Customer Success & Delivery Manager to own end-to-end customer
implementations, drive program governance (PMO), and ensure customer success and account
growth.

This role combines:

- Account Ownership
- Program / Project Management (PMO)
- Customer Success Leadership

You will act as the single point of accountability for delivery, customer satisfaction, and long-term engagement success.

Key Responsibilities

Customer Implementation & Delivery Ownership

- Own end-to-end implementations from kickoff to go-live and stabilization
- Act as Program/Project Manager (PMO) managing:
  - Scope, timelines, dependencies, risks, and deliverables
- Create and maintain:
  - Implementation plans
  - RAID logs
  - Governance cadence and status reporting
- Ensure on-time, on-scope, and high-quality delivery
- Coordinate cross-functional teams:
  - Product, Engineering, Data, and Support

Customer Success & Relationship Management

- Serve as the primary point of contact post-sale
- Build strong relationships with:
    - Stakeholders
    - Sponsors
    - Operational teams
- Drive:
    - Customer adoption
    - Value realization
    - Customer satisfaction
- Identify and mitigate risks to customer success
- Enable customer referenceability and long-term partnerships

Account Growth & Commercial Ownership

- Identify and drive account expansion opportunities
- Partner with Sales on:
    - Renewals
    - Upsell and cross-sell initiatives
- Translate customer needs into:
    - New projects
    - Change requests
    - Scalable solutions
- Contribute to:
    - SOW creation
    - Estimation and planning

Governance, PMO & Reporting

- Establish and manage program governance frameworks
- Run:
    - Weekly reviews
    - Executive steering committees
- Track and report:
    - Delivery health
    - Risks
    - Financials
    - Outcomes
- Ensure adherence to:
    - PMO standards
    - Delivery frameworks
    - Contractual commitments
- Own escalation management and resolution

Customer Engagement, Time Zone & Travel

- Work across global customer time zones (US, EMEA, APAC)
- Travel to customer locations for:
    - Kickoffs
    - Go-lives
    - Executive reviews
- Represent ITOrizon as a trusted delivery and success partner

Required Skills & Expertise

- 5+ years in:
    - Customer Success
    - Delivery / Program Management
    - Account Management

- Proven experience managing end-to-end implementations
- Strong expertise in PMO practices:
    - Planning, tracking, risk management, governance
- Experience handling enterprise customers and multi-stakeholder environments
- Ability to balance:
    - Delivery execution
    - Customer success
    - Account growth
- Strong communication and executive-level stakeholder management skills
- Functional understanding of technology platforms and implementations
- Willingness to work in customer time zones and travel

Preferred Qualifications

- Experience in enterprise software, SaaS, or digital transformation programs
- Exposure to supply chain, manufacturing, or operations domains
- Certifications:
    - PMP
    - PRINCE2
    - SAFe
- Experience with global delivery teams

Ideal Candidate Profile

- Strong ownership mindset and accountability for customer outcomes
- Ability to act as both:
    - Customer advocate
    - Internal delivery leader
- Structured, disciplined, and calm under pressure
- Commercially aware with a focus on account growth
- Comfortable with high-touch customer engagement and travel

Why Join Us?

- Own strategic customer accounts with direct impact on delivery and revenue
- Work at the intersection of:
    - Delivery
    - Customer Success
    - Account Growth
- High visibility with leadership and customers
- Clear career path into:
    - Account Leadership
    - Program Management Leadership
    - Services Leadership

How to Apply:

Email your Resume to engage@itorizon.com