



Account Manager

Division:	Sales	Reports To:	Director Sales
Location:	Charlotte, NC	Position Type:	Full-Time
FLSA Status:	Exempt	Travel Required:	Moderate

Position Summary

As a vital member of our team, you will take ownership of generating leads within your sales territory and meeting or exceeding your sales goals in managed cloud services, licensing, and project services. You will also be responsible for cultivating and maintaining strong, long-lasting relationships with clients. Overseeing a portfolio of assigned clients, you will act as the main point of contact for all account-related matters, including generating proposals and negotiating contracts to drive new business opportunities. Additionally, you will work closely with internal cross-functional teams to enhance the overall customer experience and ensure the successful delivery of client solutions. **This position is required to be in person in our Charlotte, North Carolina office.**

Role & Responsibilities

- Initiate and manage new and existing relationships with clients as the lead point of contact for all account management matters
- Convert opportunities from existing clients into signed work
- Track and document opportunities through stages of development and record overall client satisfaction
- Log all activities into Dynamics 365 daily
- Write a quarterly blog post involving the latest Microsoft technologies
- Schedule and run quarterly check in meetings with each client

Operational Responsibilities (Client Advocate)

- Confirm that new projects are properly set up, including scope, schedule, and budget alignment.
- Validate that requirements, design, and final solutions meet client expectations.
- Update project status in line with operational policies.
- Secure client sign-off upon successful project completion.
- Develop a case study for each completed project
- Secure client approval for the use of their logo and project story at completion of



each project

- Schedule and conduct internal and client wrap-up meetings to document lessons learned and discover future opportunities.

Qualifications & Education

- Bachelor's Degree in Business Administration or related field (MBA preferred)
- 2+ years' experience as an Account Manager
- 2+ years' experience working with Dynamics 365 or Power Platform
- Previous consulting experience preferred

Preferred Skills

- Strong verbal and written communication skills
- Ability to engage in contract negotiations
- Ability to work independently without supervision
- Ability to meet deadlines and work efficiently in a fast-paced environment.
- Knowledge of Microsoft technologies such as Microsoft 365, Power Platform, Teams, Dynamics 365, Azure, and Viva is a must.

Compensation

- Base Salary 60k – 85k (Depending on previous experience)
- Full Health & Dental Benefits
- Simple IRA Retirement w/Company Match
- Quarterly & Yearly Bonus.

Diversity, Equity, and Inclusion

At Aerie, we are committed to fostering diversity and inclusion in our workforce. We encourage individuals from all backgrounds, including people of color, minorities, and members of the LGBTQ+ community, to apply. We strive to create a workplace where all team members can excel and bring their authentic selves to work every day.

Application Process

If you're ready to contribute your expertise and passion to our growing team, please send your **resume** and **cover letter** to careers@aerieconsulting.com. Be sure to highlight your unique qualifications, what sets you apart as a candidate, and include your salary



expectations. We look forward to reviewing your application!