



Account Manager Job Description

Reports To: VP of Sales

Location: Fargo, ND

Employment Type: Full-Time

About Proximia

Proximia is the world's first persistent, presence-aware authentication platform. We replace passwords and point-in-time MFA with continuous authentication based on live biometrics, proximity, and mutual trust. Proximia integrates with customers' existing technology stacks and helps protect shared workstations, remote users, privileged access, and mission-critical environments across healthcare, financial services, government, defense, critical infrastructure, and enterprise organizations.

Government and defense are strategic for Proximia. Our native Zero-Trust, passwordless architecture maps naturally onto the identity requirements federal, state, and defense organizations are being pushed toward, and we're building out the team and partnerships needed to meet the security, compliance, and acquisition bar those customers require.

We're an early-stage, fast-moving team driven by the belief that physical and digital security must work together, and that protecting critical assets should never slow people down. Guided by our values of **Integrity First, Mission Focus, Relentless Innovation, and Service Above Self**, we build practical solutions to real-world problems. Our team thinks in systems, moves with urgency, and takes pride in creating technology that delivers measurable impact.

Position Overview

The Account Manager converts customer commitments into successful, referenceable, and expandable accounts through disciplined handoff, onboarding, adoption, renewal, and expansion.

This role owns the customer journey from late-stage deal support through deployment and ongoing account growth. Working with Sales, implementation teams, and customer stakeholders, the Account Manager ensures customers realize measurable business and security value.

After deployment, the Account Manager stays engaged to drive adoption, manage risk, identify expansion opportunities, and strengthen the customer relationship.

This is not primarily a hunting role. Success is measured by retention, deployment of success, renewals, customer satisfaction, referenceable accounts, and expansion of revenue.

Key Responsibilities

Sales Support and Deal Acceleration

- Partner with Senior Account Executives during active sales cycles to understand customer goals, success criteria, deployment expectations, and expansion potential before the account transitions into onboarding.



- Participate in discovery, solution reviews, business case presentations, and executive meetings.
- Help coordinate technical resources, pilots, proof-of-concepts, and customer evaluations so customer requirements, decision criteria, and deployment risks are clearly understood before purchase.
- Assist in managing procurement, legal, security, and implementation planning activities.
- Ensure smooth customer experience from contract negotiation through signature.

Customer Onboarding and Implementation Transition

- Lead customer transition activities after contract execution, ensuring that sales context, success criteria, stakeholder expectations, implementation priorities, and known risks are clearly communicated to the implementation and technical teams.
- Coordinate kickoff meetings with implementation and technical teams.
- Establish success criteria, deployment milestones, and communication plans
- Monitor onboarding progress and proactively remove obstacles.
- Serve as the customer advocate throughout the deployment process.

Customer Success and Relationship Management

- Develop trusted relationships with IT, security, operational, and executive stakeholders.
- Conduct regular account reviews to confirm customers are achieving agreed business, operational, and security outcomes, and document next steps that improve adoption, satisfaction, renewal readiness, or expansion potential.
- Track adoption, usage trends, and customer satisfaction.
- Identify risks and develop mitigation plans before issues impact the relationship.
- Act as the voice of the customer within Proximia.

Renewals and Growth

- Drive contract renewals and customer retention initiatives.
- Identify opportunities for expanded deployments, additional licenses, new use cases, and cross-sell opportunities.
- Collaborate with Senior Account Executives on strategic account growth plans.
- Develop customer champions and executive sponsors.
- Secure customer references, testimonials, and case study participation.

Internal Collaboration

- Work closely with Sales, Marketing, Customer Success, Product, and Engineering teams.
- Maintain accurate customer records, forecasts, and account plans within HubSpot.
- Communicate customer feedback, feature requests, and competitive intelligence to leadership.
- Contribute to continuous improvement of customer success processes and playbooks.

Qualifications

- 3+ years of experience in Account Management, Customer Success, Enterprise Sales, or related customer-facing roles.
- Experience working with enterprise customers in cybersecurity, identity management, SaaS, or technology solutions.
- Strong understanding of customer onboarding, implementation processes, and account growth strategies.
- Ability to engage effectively with executives, IT leaders, security teams, and operational stakeholders.
- Excellent communication, presentation, and relationship-building skills.
- Strong organizational and project management capabilities.
- Experience in using CRM platforms such as HubSpot preferred.

Ideal Candidate

The ideal candidate thrives at the intersection of sales, implementation, and customer success. They build trusted relationships, manage complex customer transitions, and help customers realize measurable value from Proximia. They are proactive, detail-oriented, commercially aware, and comfortable navigating both technical and executive business discussions.

Success Metrics

- Customer retention rate
- Renewal percentage
- Expansion revenue generated
- Customer satisfaction (CSAT)
- Time-to-value after deployment
- Referenceable customer growth
- Product adoption and utilization of metrics
- Successful implementation completion rates