Sr. Key Account Manager

About Symbo

Symbo is an Insurtech company disrupting the way insurance products are distributed. Historically, Insurance has been a push product and always been "sold". We are turning that on its head and are making insurance a product that is "bought" by the customer. By embedding highly contextual insurance products in the user's buying journey, we make the entire purchase experience highly relevant, intuitive and seamless for the user. With over 7M+ monthly transactions, Symbo is one of the largest embedded insurance platforms in the region.

Founded in the year 2017, we are a team of over 80 people with offices in Mumbai and Singapore. Symbo is backed by reputed VCs like Integra partners, Insignia ventures, AJ capital and Credit Ease.

A quick summary of the role

As a Key Account Manager, you'll be the face of Symbo's ever growing list of partners. You'll manage Symbo's existing partnerships and drive growth through strategic account planning, cross-functional collaboration, and consultative selling.

This is a farming role (70%) with a strong lens on account expansion, client retention, and stakeholder management, along with a focused hunting charter (30%) for new high-potential fintechs.

This role will report to the Chief Business Officer and will be based out of Mumbai.

Roles and responsibilities

- Own end to end client relationships of Symbo's existing clients and drive the entire account management charter of each account
- Build deep relationships across the partners' ecosystem across key decision-makers (Founders, CXOs, Product Heads). Be their go-to person for any insurance related queries and requirements that they might have

- Conduct periodic reviews with the client to understand portfolio performance, claim ratios, growth avenues and new opportunities. Be extremely hands on the client's performance data to drive insights and actionable based on how each implementation is performing
- Run programs and schemes to drive attachment of the products that are embedded in client's user journey
- Work closely with the client and insurers to make to make the program successful and sustainable
- Drive account expansion through cross-sell, upsell, and contextual product deployments

Requirements

- 5+ years of experience in B2B sales, account management, or partnerships
- Exposure to BFSI, lending, fintech, or SaaS (Insurance/Insurtech experience is a plus)
- Comfortable managing multiple stakeholders across CXO and functional teams
- Bachelor's Degree in any discipline, Entrepreneurial stint a plus
- Excellent communication skills, both written and verbal
- Creative, persistent, resourceful, detail-oriented, highly organized, hands-on
- Strong problem solving and analytical skills
- Self-driven, comfortable with a fast-paced, always-on, highly ambiguous environment

Why Symbo?

- Build new businesses at the intersection of insurance, distribution and technology.
- Work with enterprise partners to solve real customer problems.
- Take ideas from the first conversation to launch and meaningful revenue.
- Help shape Symbo's expansion across sectors and markets.