



Microsoft Dynamics 365 Strategic Account Manager

WHO is HSO ProServ?

HSO ProServ is the premier provider of Microsoft Dynamics 365 cloud solutions for professional services firms and other project-driven businesses for the past 20 years. We are an 11-time Microsoft Partner of the Year and a proud member of Microsoft's elite Inner Circle representing the top 1% of Microsoft Partners worldwide. Our family of vertical solutions extend the core functionality of Microsoft Dynamics 365 to provide an unparalleled offering in the marketplace for architecture, engineering, and construction firms, accounting firms, consulting firms, and law firms. Our industry solutions include: accounting360, legal360, aec360, and consulting360.

WHY should you join us?

- We are offering a full-time position as a **D365 Strategic Account Manager** with a competitive salary and benefit package.
- You will work for an Eleven-time Microsoft Partner of the Year award winner.
- We are on the forefront of new technologies and engage directly with the Microsoft engineering team.
- You will be working with a long tenured, highly experienced, collaborative, supportive, and a fun goal-oriented team.
- You will be part of one of the largest resource pools of any Microsoft D365 partner – bringing local expertise combined with global reach.
- We are 100% dedicated to Microsoft Dynamics 365 and the Power Platform; we have no other lines of business or competing priorities.
- You will be taking part in an exciting work environment with some of the best and most experienced Dynamics 365 Functional and Technical Consultants in the business.

WHAT do we need?

HSO ProServ, the largest specialist Microsoft Dynamics 365 consultancy in the world, is actively searching for an **D365 Strategic Account Manager**. The Strategic Account Manager is responsible for maintaining and expanding relationships with HSO ProServ's industry focused clients. This is a national role that will involve managing approximately 20-30 named HSO ProServ existing clients located across the United States. The Strategic Account Manager will proactively work to develop a deep understanding of the client's business and Dynamics 365 environment, identify opportunities to maximize the client's effectiveness in using Dynamics 365, propose incremental solutions and services, and ensure high degrees of customer satisfaction among the HSO ProServ's client base.

Key Role Responsibilities:

- Establishing productive, professional relationships with key client personnel in order to become a trusted advisor.



- Meeting with client representatives on a regular basis to ensure their satisfaction, understand their goals and priorities, and facilitate short and long-range planning related to their Microsoft Dynamics 365 solution.
- Identifying up-sell and cross-sell opportunities to provide additional software solutions and consulting services that add value to the client's business and/or Dynamics 365 implementation.
- Managing the sales cycle for incremental sales of software solutions and consulting/support services to clients. This includes coordinating internal HSO ProServ resources to define solutions to meet the client's requirements, coordinating product demonstrations and presentations, developing and presenting proposals to clients, and negotiating pricing/deliverables.
- Serving as liaison to HSO ProServ's delivery and support teams to ensure client satisfaction and meeting the clients defined goals.

Desired Skills and Experience:

- Bachelor's degree from reputable 4-year institution.
- 7 to 10 years of sales, project management, consulting, or customer support experience in the software and/or consulting services space.
- Experience in the ERP or CRM software industry is required.
- Experience with, or knowledge of, Microsoft Dynamics 365 a strong plus.
- Experience selling consulting services to multi-national clients for complex rollouts of Dynamics 365 solutions.
- Experience interfacing with C-level executives regarding strategic technology initiatives.
- Experience with, or knowledge of, Microsoft Dynamics 365 licensing a plus, but not mandatory.
- Ability to develop and execute account plans.
- Experience managing sales cycles for software and/or professional services engagements.
- Experience developing sales presentations, proposals and Statement of Work documents.

Travel: 25-30% (Suspended Due to Covid-19)

Location: Anywhere in the US with good access to air transportation

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