

Partner Success Specialist

Position Overview

AgileBlue is seeking a **Partner Success Specialist** to join our growing team. We are looking for a proactive, relationship-driven professional with strong communication and organizational skills to support and grow AgileBlue's partner ecosystem.

In this role, you will own post-onboarding partner engagement, retention, and enablement – ensuring partners are empowered to successfully deliver AgileBlue's cybersecurity solutions to their customer base. You will serve as the primary point of contact for strategic partners, identifying growth opportunities, coordinating ongoing training, and collaborating with cross-functional teams to drive long-term partner success.

The ideal candidate has experience in account or partner management, preferably in a B2B SaaS or Cybersecurity environment, and is comfortable communicating both business value and high-level technical concepts.

About AgileBlue

AgileBlue is a leading AI-powered Security Operations (SecOps) platform that detects, investigates, and auto-responds to cyber threats across cloud, network, and endpoint environments. Built for today's speed and complexity, AgileBlue's platform delivers autonomous detection and response, backed by 24/7 SOC experts. For more information, visit AgileBlue.com.

Responsibilities

- Build and maintain a thorough understanding of all aspects of the AgileBlue platform
- Own partner retention, satisfaction, and renewals and report on key metrics to the Head of Customer Success
- Identify expansion opportunities for existing partner accounts and support the assigned sales representative on executing
- Serve as the primary AgileBlue point of contact for partner organizations, conducting regular meetings and business reviews
- Collaborate with the implementations team to ensure a smooth transition from onboarding to partner success, focusing on enablement, training, and long-term adoption post go-live
- Deliver and refine enablement programs to help partners operationalize AgileBlue's offerings across their customer base
- Support partner-led customer onboarding efforts by acting as a strategic advisor, ensuring alignment with best practices
- Collaborate with the customer support team to ensure timely resolution of technical and operational issues encountered by partners and their customers
- Implement, document, and refine customer success procedures that are specific to AgileBlue's partner ecosystem in collaboration with the Head of Customer Success

- Monitor partner account health, identify growth opportunities, and proactively address areas of concern
- Leverage AgileBlue's customer success platform to identify and act on health risks on partner accounts and manage the overall relationship
- Collaborate with sales, marketing, and product teams to align partner needs with company objectives
- Assist in feedback collection from partner accounts and relay insights to the leadership team to ensure continuous product enhancement
- Represent AgileBlue at partner events, conferences, and industry engagements
- Attend professional development training as assigned and paid for by AgileBlue

Qualifications

- Bachelor's degree in business, communications, information technology, or a related field (or equivalent work experience)
- 2+ years of experience in customer success, partner success, account management, or channel enablement – preferably within a B2B SaaS or cybersecurity environment
- Strong understanding of the customer lifecycle with a focus on post-onboarding relationship management and value realization
- A fast learner with the ability to understand and communicate technical concepts
- Outstanding interpersonal and communication skills, with proven ability to build and maintain trust with external stakeholders
- Experience using a CRM and/or customer success platform
- Proven ability to work independently and manage multiple accounts and projects in a fast-paced environment

Additional Details

- **Job Type:** Full-Time Employment
- **Work Location:** 9000 Sweet Valley Drive, Cleveland, OH 44125 AND/OR remote
- **Benefits:**
 - Remote work flexibility
 - Medical/Dental/Vision
 - 401k with company match
 - Unlimited PTO
 - Access to educational and training opportunities as needed

To apply, send resume to Tim Moody, tmoody@agileblue.com, and Sam Herschbach, sherschbach@agileblue.com, with title of position in subject line.