Customer Success Manager

Position Overview

The Customer Success team helps clients get the most out of AgileBlue's security operations platform by building trust, providing security guidance, and making sure customers are happy and protected.

In this role, you'll manage 50+ customers, with a focus on renewals, retention, and growth. You'll help customers understand the value they're getting, talk with them about their security setup and new platform features, and coordinate with cross-functional teams (Technical Account Management, Customer Support, Product, and the SOC) to address their needs. This role reports to the Director of Customer Success.

About AgileBlue

AgileBlue is a leading AI-native 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.

Key Responsibilities

- Own GRR for your book: Carry the Gross Revenue Retention (GRR) number for your portfolio, forecast accurately, and lead renewals from early signal through signature so customers don't churn or downgrade.
- Drive NRR through expansion: Grow Net Revenue Retention (NRR) by identifying upsell, cross-sell, and add-on opportunities as customer environments and threat exposures evolve.
- Own the renewal process: Manage customer renewals in your book from start to finish, aligning on value and pricing to close on time.
- Keep customers genuinely happy: Build trust-based relationships, respond with urgency, and be the advocate customers know will look out for them. Obsess over our customers' success.
- Guide security posture conversations: Lead semi-technical discussions on detection coverage, alert trends, and security posture in terms of the business risks that customers face.

- Champion new products and features: Own the rollout of new capabilities and releases into your accounts: explain what's new, why it matters to their environment, and drive customer adoption.
- Monitor account health: Track usage, engagement, and support patterns to spot risk early, then run a mitigation plan before it becomes a churn or downgrade conversation.
- Coordinate across teams: Partner daily with Technical Resources, Customer Support, Product, Sales and the SOC team to serve our customers. Keep the voice of the customer at the forefront in every decision and close the loop on feedback and escalations.
- Lead QBRs and reporting: Run the business and security-posture segments of quarterly reviews, keep account records current, and contribute to accurate GRR/NRR forecasting.

Qualifications

- 2–5 years in customer success, account management, sales, support or related customer-facing roles, ideally in cybersecurity, SecOps, MSP, or another technical SaaS environment.
- A track record owning renewals, revenue retention and growth (GRR/NRR) for a defined book of business.
- Comfort leading semi-technical conversations on security posture, detection, and risk with both business and technical stakeholders. Prior EDR, MDR, SOC, or IT security exposure is a strong plus.
- Experience running QBRs and value conversations, including introducing new products and features to an existing customer base.
- Ability to read account health signals and act on risk before it becomes churn.
- A cross-functional mindset. Comfortable coordinating with Sales, Support, Technical Account Management, and Product to get customers what they need.
- Working familiarity with CRM and operational effectiveness tools such as HubSpot, Claude, and Gong a plus.
- Self-directed and comfortable in a fast-paced environment, with a relentless focus on customer outcomes.

Additional Details

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

Please submit your resume and a brief cover letter to HR@agileblue.com with 'Customer Success Manager' as the subject line. Tell us about an account that you grew via upsell/cross-sell — what service(s) did they have already, how did you approach growing the account, and what was the outcome?