

JOB DESCRIPTION – CLIENT ENGAGEMENT MANAGER

About HackIT

HackIT Technology and Advisory Services is an IT/Cyber Security company, operating since 2009. HackIT is an Indian Computer Emergency Response Team, CERT-IN (www.cert-in.org.in) empaneled provider for IT Security Audit Services. HackIT provides a broad range of security consulting and advisory services to a diverse group of clients, including government organizations, corporations, Military establishments, financial institutions and start-up, to name few. Our work spans multiple sectors and industries, including Telecommunications, Defense and Military, ITeS, Financial Services, Aviation, Hospitality, Healthcare and Research. We work end-to-end—from diagnosis to delivery of lasting impact — together generating tangible results that are improving the security posture of organizations worldwide.

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| Job Title | <ul style="list-style-type: none">• Client Engagement Manager |
| Location | <ul style="list-style-type: none">• Kochi |

Job Overview

We are seeking a detail-oriented and results-driven Client Engagement Manager to build and manage strong client relationships, drive business development, and ensure an exceptional client experience. The role will be responsible for managing the end-to-end client journey, from initial engagement and lead generation through conversion, delivery coordination, client retention, and repeat business. The ideal candidate will possess strong communication, consultative selling, stakeholder management, and relationship-building skills, with a proactive approach to identifying business opportunities and achieving organizational growth objectives.

Job Responsibilities

- Develop and maintain strong, long-term relationships with clients and key stakeholders.
- Serve as the primary point of contact for assigned clients and understand their business requirements and expectations.
- Conduct regular client meetings, follow-ups, and engagement activities to ensure a positive client experience.
- Address client concerns promptly and coordinate with internal teams for effective resolution.
- Identify and pursue new business opportunities through networking, referrals, market research, and lead generation.
- Generate, qualify, and manage leads throughout the sales pipeline and drive opportunities toward successful closure.
- Conduct client presentations and proposal discussions, and coordinate quotations, proposals, and commercial documents.
- Achieve assigned sales, revenue, and client acquisition targets.

- Develop client engagement strategies to improve customer satisfaction, retention, and repeat business.
- Identify and pursue upselling and cross-selling opportunities based on client requirements.
- Collect and analyze client feedback and communicate relevant insights to management.
- Coordinate with Operations, Finance, Technical, HR, and other internal teams to ensure smooth execution of client requirements.
- Monitor client commitments and ensure timely completion of deliverables.
- Support contract renewals, service extensions, commercial negotiations, and payment follow-ups.
- Collaborate with the Marketing team on campaigns, events, webinars, conferences, and client outreach initiatives.
- Participate in industry events, exhibitions, conferences, and networking activities.
- Monitor competitors, market trends, customer preferences, and industry developments.
- Contribute to sales presentations, client communications, marketing materials, and business development initiatives.

Skillsets (Mandatory)

- Proven experience in B2B sales and business development.
- Strong experience in client relationship and account management.
- Hands-on experience in lead generation, qualification, and sales pipeline management.
- Strong proficiency in consultative selling, negotiation, and business closure.
- Experience in preparing and managing proposals, quotations, and commercial documents.
- Proven ability to drive client acquisition, retention, and revenue growth.
- Experience in identifying upselling, cross-selling, and repeat business opportunities.
- Strong expertise in stakeholder management and cross-functional coordination.
- Experience in managing sales targets and business development initiatives.
- Strong understanding of market trends, customer requirements, and competitive landscape.

Skillsets (Preferred)

- Experience in the IT, Cybersecurity, Technology, or Professional Services industry.
- Exposure to cybersecurity solutions and services.
- Experience working with corporate and enterprise clients.
- Familiarity with CRM platforms and customer relationship management tools.
- Experience supporting industry events, conferences, webinars, and client engagement initiatives.
- Knowledge of digital marketing and lead-generation activities.
- Relevant certifications in Sales, CRM, Customer Relationship Management, or Digital Marketing.

Non-Technical Skillsets

- Excellent verbal and written communication skills.
- Strong interpersonal and relationship-building abilities.
- Effective problem-solving and conflict resolution skills.

- Excellent organizational and time management abilities.
- High level of teamwork, adaptability, and accountability.

Education & Certifications

- Bachelor's degree in Business Administration, Marketing, Sales, Communications, or a related field
- MBA/PGDM in Marketing or Sales will be an added advantage.
- Relevant certifications in Sales, CRM, Customer Relationship Management, or Digital Marketing will be preferred.

Experience

- 3–6 years of relevant experience in Sales, Business Development, Client Relationship Management, Account Management, or a similar role.
- Proven experience in B2B sales and managing corporate clients.
- Experience in the IT, Technology, Cybersecurity, or Professional Services industry will be an added advantage.
- Demonstrated ability to develop client relationships, generate business opportunities, and drive sales growth.

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