Sr. Program Manager – Customer Success

US Based Remote

About the Role

As a Customer Success Sr. Program Manager at Lightico, you will be a strategic partner to our key enterprise clients throughout the post-sales lifecycle. Your primary focus will be leading the implementation of the Lightico platform, ensuring seamless onboarding, and driving long-term customer success. This role requires strong project management skills, a deep understanding of customer engagement within contact centers, and the ability to optimize programs for maximum impact across different industries.

You will collaborate closely with internal technical teams and provide consultative guidance to your assigned clients. Post-implementation, you'll be responsible for account retention and growth—identifying new use cases, increasing platform adoption, driving ROI for your clients and aligning Lightico's capabilities with evolving customer needs.

What You'll Do

- Own the customer journey from onboarding through post-implementation, building trusted relationships and ensuring successful adoption of Lightico's platform.

- Lead multiple concurrent projects, defining scope, timelines, resources, and success metrics.

- Demonstrate ROI by helping clients track key performance indicators and business outcomes tied to Lightico's solutions.

- Deliver strategic insights through regular business reviews, helping clients optimize their workflows and expand platform usage.

- Identify risks and opportunities within assigned accounts, proactively managing issues and escalating when necessary.

- Serve as the voice of the customer, providing feedback to internal teams across Sales, Services, Marketing, Product, and Engineering.

- Educate clients via webinars, consultations, and demos, showcasing features that address their specific challenges.

- Present pilot results and success stories to support renewals and expansion opportunities.

- Drive account growth, increasing usage and adoption across departments and use cases.

What You'll Bring

- A self-starter mindset with the ability to thrive in a fast-paced, remote-first environment.

- 5+ years of experience in Customer Success, Project Management, or Account Management – preferably in the SaaS space.

- Deep familiarity with compliance-heavy industries such as the Financial Services / Banking sector, Automotive Finance, Healthcare, or Insurance.

- Strong communication skills with the ability to engage stakeholders at all levels, including C-level Executives.

- Excellent analytical and problem-solving abilities, with a consultative approach to client engagement.

- Experienced with one or more data analysis tools (e.g., Excel, SQL, BI platforms) to support reporting and insights.

- Proven organizational and multitasking skills in dynamic, high-growth environments.

- Strong leadership skills and the ability to direct your partners and clients to reach key objectives

- Experience with B2B SaaS platforms / solutions preferred.

- Familiarity with CRM systems (including Salesforce) and a basic knowledge of HTML preferred.

- Solid understanding of contact center operations, customer engagement platforms, and digital transformation initiatives.

- The ability to navigate the various needs and concerns of Enterprise level clients , including Fortune 100 firms, is necessary.

- Bachelor's degree in business management, computer science, project management, or a related field required.

- Willingness to travel up to 20% domestically. International travel, while limited, may occur.

About Lightico

Lightico empowers enterprises to turn complex manual customer processes into seamless digital experiences that can be deployed across any channel with minimal resource investment.

By digitizing critical touchpoints across the customer lifecycle, from sales and onboarding to renewals and service, Lightico helps the world's largest organizations boost customer satisfaction, accelerate service delivery and drive operational efficiency.

Our no-code platform combines AI-powered intelligent document processing, eSignatures, advanced verification and workflow automation. This allows IT teams to move from slow, resource-heavy projects to rapid, agile deployments that adapt instantly to evolving customer expectations.

Lightico delivers measurable impact. Enterprises achieve a 5:1 ROI, faster processing times, improved compliance and consistently better customer experiences, all with enterprise-grade security and full regulatory adherence.

To apply, send your resume to mai@lightico.com