



# Partner Success Specialist

Bengaluru, Karnataka, India · **Reposted 6 hours ago** · 87 people clicked apply

 Full-time · Entry level

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## About the job

ResMed has always applied the best of technology to improve people's lives. Now our SaaS technology is fueling a new era in the healthcare industry, with dynamic systems that change the way people receive care in settings outside of the hospital—and tools that work every day to help people stay well, longer. We have one of the largest actionable datasets in the industry, creating a complete view of people as they move between care settings. This is how we empower providers—with vital insight to deliver the care people need, right when they need it.

We're also ensuring that our health solutions connect to other companies' networks. Because when objectives align, everyone wins. And as we work today to drive better care and lower costs, we're developing more personalized solutions for tomorrow, utilizing machine learning, intelligent care paths, and predictive protocols. If you are an innovator who wants to make an impact we want to talk to you! We have exciting opportunities supporting Brightree by ResMed and MatrixCare by ResMed!

## About ResMed

We pioneer innovative solutions that treat and keep people out of the hospital, empowering them to live healthier, higher-quality lives. Our digital health technologies and

cloud-connected medical devices transform care for people with sleep apnea, COPD, and other chronic diseases. Our comprehensive out-of-hospital software platforms support the professionals and caregivers who help people stay healthy in the home or care setting of their choice. By enabling better care, we improve quality of life, reduce the impact of chronic disease, and lower costs for consumers and healthcare systems in more than 140 countries. Our 2030 operating model intends to improve 500 million people's lives and achieve their full health potential.

### **Let's Talk About Responsibilities**

- The primary objective of this role is to aid in the execution of onboarding customers into our integrated partner ecosystem.
- Organize partner discovery meetings, route contracts for execution, and report updates to the Business Development team and any other key stakeholders
- Supports the Partner Onboarding team in the implementation and management of activations and requires the ability to encourage teamwork, communicate effectively, and possess a clear vision of what determines a successful solution for the work effort and the company

### **Responsibilities might include:**

- Responsible for scheduling new partner request calls to qualify and close leads
- Send, follow up and track multiple contracts for new partners & customer activations
- Manage & improve the prospect partner dashboard and follow up accordingly
- Update Salesforce opportunities, tasks & cases accordingly
- Effectively manage communications with a wide array of stakeholders, both internal and external
- Maintain active engagement with new and existing partners & customers through creative follow-up
- Take responsibility for the success of onboarding new partners & customer activations within our existing partner ecosystem
- Manage complex internal team dynamics and complex external partner dynamics
- Synthesize technical information at a level that leads to business success

## Let's Talk About Qualifications And Experience

### Required:

- Bachelor's degree in Business Administration or related experience
- Superior organizational and detail-oriented skills
- Strong analytical, problem-solving and decision-making skills
- Salesforce Lightning experience, DocuSign and strong Microsoft Office 365 skills
- Must be a quick learner, self-directed, motivated, and have strong dedication and commitment level to the tasks at hand
- Proficient in MS Office Tools: SharePoint, MS Visio, MS PowerPoint, MS Word, and MS Excel
- Very strong written and verbal communication skills
- Must be able to work in a fast-paced, collaborative, project-oriented environment with the ability to own areas with minimal supervision

Joining us is more than saying "yes" to making the world a healthier place. It's discovering a career that's challenging, supportive and inspiring. Where a culture driven by excellence helps you not only meet your goals, but also create new ones. We focus on creating a diverse and inclusive culture, encouraging individual expression in the workplace and thrive on the innovative ideas this generates. If this sounds like the workplace for you, apply now! We commit to respond to every applicant.