

**3,500,000**  
users

**10 million**  
lives covered

**2 million**  
CBT breakthroughs  
every year

**485 million**  
conversations

**120**  
suicides prevented  
(from user feedback)



## Customer Success Executive @ Wysa - Job Description

### About Wysa

Wysa is a Google-backed mental health tech startup with offices in UK, US and India that recently raised \$5.5 Million in Series A Funding. It was awarded the **Best App of the year by Google play in 2020**, and mentioned in Forbes as one of the top 5 innovations in mental health.

We have built a cutting edge AI guided empathetic **chatbot** that helps people deal with depression, stress, anxiety, sleep and **manage emotional and mental health**. Many people need and are looking for help beyond meditation or mindfulness but stop short of clinical help. Few reach out to therapy services, yet we know that most of us need help from time-to-time.

Wysa creates a safe space where users get access to a self-care library with over 150+ evidence-based tools, or get seamlessly escalated to human support or Employee Assistance Programs.

### Role Overview

We are looking for a young and ambitious customer success ninja to join our growing team. Your role will be to tell the world about Wysa, which is one of the best mental health apps out there so that we can have maximum social impact. You will work closely with our business, marketing & product teams to build strong client relationships, ensure customer success as well as develop inspiring messaging, and value propositions. If you are proactive and highly motivated, willing to roll up your sleeves and get the job done, this is a perfect role for you!

## **Roles and Responsibilities**

- Own a portfolio of high profile clients and maintain excellent client relationships as they move through all phases of the customer lifecycle to ensure customer success
- Consult clients to ensure that Wysa solutions are successfully adopted in their organization
- Work with the marketing team in the creation of collateral and run marketing campaigns
- Analyze campaign data and ensure the client is getting maximum value from our services
- Provide analytics reports and conduct client reviews to implement necessary changes and ensure renewal
- Provide an important voice of the client internally to the Product and Sales teams to ensure that customer requirements and product feedback are captured
- Leave clients feeling supported and delighted after every interaction and in turn see the extent of your impact!
- Bring best practices and new ideas for how to deliver and drive adoption of Wysa solutions

## **Competencies**

- Strong interpersonal communication and written skills are a must-have as it is a client-facing role
- Able to handle multiple projects and tasks, solve problems, and plan, prioritize and organize effectively as well as deal with ambiguity
- Highly self-motivated and willing to collaborate cross functionally in a fast-paced and fast-growing environment
- Has an open mindset that is attuned to the evolving business needs
- A natural curiosity and desire to learn; with a passion to make a difference
- Likes to bring compassion, empathy, and their full self to the job
- Bachelor's Degree with a year of relevant work experience. MBA preferred.

## **Why work at Wysa?**

- Create and bring about change in the world by solving for mental health
- Opportunity to work with premium international brands and companies
- A well-funded and fast-growing startup
- A product that has true global reach and recognition
- Join a work culture that is deeply empathetic and rewards quick learners
- Flexible work hours; fully remote job; competitive salary

*"When I started at Wysa, I was very nervous and unsure about my career path. Within a few months, I got to learn a TON of new things, not just in Marketing but across different departments. This job also helped me gain valuable skills that I can use both as a professional as well as an individual. The absolute best part is the team I get to work with - hardworking, passionate, fun and supportive! I am super happy to be part of Wysa and looking forward to my journey ahead at the company."*

*Mariam Mushtaq - Manager of Operations & Marketing*

**To apply**, please fill [this](#) google form, which includes an aptitude test and the following essay prompts for you to answer in 100-200 words, as a part of your application process:

- What are some innovative ways to build awareness and increase the usage of mental health resources for the well-being of corporate employees?
- What has been one of the most rewarding experiences in your life?