



CUSTOMER SUCCESS LEAD

Calgary, Alberta

HEALTHCARE REIMAGINED

Think Tank Innovations is a communication solutions development company specializing in mobile, privacy legislation compliant technologies. Our flagship product, [ShareSmart](#), is the premiere mobile communication standard for healthcare professionals (doctors, nurses, allied health professionals, etc.) and its patients to collaborate on patient care, and is in use in 71 countries.

Think Tank Innovations is looking for a full-time Customer Success Lead to join our team in Calgary. As a Customer Success Lead on our team, you'll be collaborating with other customer focused, resourceful, and problem-solving gurus. Our customer success team is the backbone of our company ensuring that all off our clients are satisfied and constantly growing with our products.

At Think Tank, you'll be working with industry-leading technology that changes the way healthcare is delivered and how tactical missions are safeguarded in high incursion situation. The work is serious but we have lots of fun while we're at it. We have an amazing culture of inclusivity with a flat reporting structure. You'll gain hands-on experience and be part of the future that'll fast-track your career goals in technology.

About applying with Think Tank: Think Tank is an equal opportunity employer. We are excited to meet with and hire the top talent out there. We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted. Successful candidates for this position will be required to undergo a security screening, including a full criminal records check and may require a credit check.

We invite you to come aboard and help us continue to build the future of healthcare and defense.

Requirements:

- Proven experience in a customer success role or similiar
- Ability to adapt to new processes and a rapidly changing environment
- Experience generating sales leads that develop into new clients
- Data organizing and extensive Excel skills
- Strong presentation, communication, and time management skills
- Experience working with the healthcare industry is an asset
- Good knowledge of spoken and written English.

Please submit applications (CV and cover) to Rena Tabata (rtabata@sharesmart.ca).

ShareSmart in the News

- **What our customers think of ShareSmart:** Westpark Health Care, Ontario [[link](#) pg. 9-11]
- **News coverage:** *Alberta Primetime* Breaking Ground [[link](#)]
- **One way we are compliant with medical privacy standards:** *Canadian Medical Association* National Guidelines on Smartphone Use, co-written [[link](#)]
- **ShareSmart combating privacy breaches:** Canadian Health Network feature [[link](#)]