



## **ASSOCIATE CLIENT PARTNER / CLIENT PARTNER**

**Location:** India (remote)

We are seeking a high-performing and client-focused sales leader positioned as an Associate Client Partner / Client Partner to own and grow key client relationships and win new logos. This role is critical in delivering value to HFS clients, driving satisfaction and retention, identifying upsell opportunities, and supporting new logo acquisition. The ideal candidate will bring a strategic mindset, excellent communication skills, and a proven track record of growing client relationships in a fast-paced, professional services environment.

### **Job description:**

1. Works as a Commercial Leader to deliver value to HFS clients by managing key accounts and winning new logos to ensure consistent engagement aligned with client objectives.
2. Serves as clients' primary point of contact—responsible for renewals, upsell and cross-sell opportunities, and overall contract enrichment.
3. Supports new logo acquisition by contributing client insights, facilitating referrals, targeting new business units or stakeholders within and beyond existing accounts.
4. Monitors the health of client relationships, identifies challenges or gaps, and proactively offers solutions to drive satisfaction, retention, and account growth.
5. Engages with clients by creating a map of all budget holders and influencers to proactively develop new relationships to ensure high-value touchpoints and anticipate client needs before they surface.
6. Develops and maintains a deep understanding of each client's business and industry; stays updated on key focus areas through regular stakeholder interactions, campaigns, and business updates.
7. Works collaboratively with internal stakeholders (e.g., research, product, commercial) to shape solutions that drive impact and ensure alignment with client expectations.
8. Analyzes and monitors client engagement data to extract insights and optimization opportunities and shares those insights to demonstrate value and reinforce ROI.

### **Qualifications & Skills:**

- 5+ years of experience in sales and client relationship roles, ideally within research, consulting, or technology services.
- Proven track record of driving client retention, upsells, and account growth.
- Strong commercial acumen with the ability to spot and develop new business opportunities.
- Excellent communication, stakeholder management, and presentation skills.
- Ability to take ownership of client and prospect interactions to drive pipeline growth.
- Comfortable operating in a fast-paced, client-facing environment.
- Bachelor's/equivalent degree from an accredited college or university; an advanced degree is a plus.



## About HFS Research

HFS Research is a leading, privately held global firm known for its independent, no-nonsense perspectives based on thorough research, reliable data, and personal engagements with industry leaders. We have achieved consistent year-over-year growth, including double-digit growth amid a global pandemic.

Our mission is to help our clients—major enterprises, tech firms, and service providers—tackle challenges, make bold moves, and bring big ideas to life by arming them with accurate, visionary, and thought-provoking insight into issues that impact their business. Our clients rely on us for a no-BS perspective on how to turn the mysteries of new services and technology trends into revenue creation and growth for their businesses and services.

With a focus on enterprise innovation, enabling technology, reimagined business operations, and industry-specific research, HFS Research is dedicated to shaping the future of technology and business services.

## Why Join HFS Research?

- Be part of a globally recognized analyst firm that influences industry standards and practices.
- Work with a team of experts committed to delivering high-quality, impactful research.
- Engage with leading organizations and industry leaders to drive meaningful change.
- Enjoy opportunities for professional growth and development within a dynamic and innovative environment.

HFS Research is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, color, religion, national origin, sexual orientation, gender, marital status, age, disability, or veteran's status.