CAREERS · CUSTOMER SUCCESS

# Customer Success Manager — Knit-i

Own customer relationships, close issues and grow first deployments into full rollouts

1 position | Coimbatore · travel to customer factories | Full-time

## The role

Help knitting mills get consistent value from Knit-i, close issues fast and build trust with factory teams — then turn successful first deployments into larger rollouts. Customer Success owns the relationship and drives closure. Service Engineers own the hands-on technical work. The two work as one team.

## What you will do

- Build working relationships with owners, production and quality managers, maintenance teams and operators.
- Listen, record complaints, understand impact and urgency, assign the right owner and confirm closure with the customer.
- Track service visits, pending actions and repeat issues — and escalate blockers instead of just forwarding messages.
- Check that systems are used properly and that customers see the benefit they expected.
- Spot expansion from a few machines to a full floor, and build the case with results, user confidence and decision-maker feedback.
- Keep issue logs, account plans, owners, deadlines and the expansion pipeline up to date.

## Who we are looking for

- Experience in customer success, technical support, service coordination, account management, application engineering or B2B industrial sales.
- Textile factory experience is a strong plus — especially knitting or weaving, QC, production or industrial engineering.
- Comfortable with owners and shop-floor teams; organised and persistent — you follow up until the customer confirms it is fixed.
- Commercial mindset: you can ask for the next order without damaging trust — and never promise what the team hasn't confirmed.
- Willing to travel to customer factories.

## Your first year

- First 30 days: learn Knit-i, the customer journey and the top accounts; shadow customer calls and service visits.
- By 60 days: run the issue tracker and customer updates yourself; map account health and expansion opportunities.
- By 90 days: own a set of accounts, run customer reviews and keep a qualified expansion pipeline.

**About CountAI.** We build AI, computer vision and robotics for the factory floor. Knit-i inspects fabric live on circular knitting machines and stops the machine the moment a defect starts — trusted by 30+ factories in 7 countries, and winner of the Intel Edge AI Software Excellence Award 2026. Co-founded by an IIT Madras alumnus in Coimbatore.

### Apply in about 10 minutes

Scan the code, or go to **counton.ai/careers/customer-success-manager**

Know someone who fits? Forward this to them.