

Job Description: Business Operations Professional (Full-Time, Remote with Travel)

Company: Neuralix Inc.

Location: Remote, TX (with travel)

Start Date: May/June 2025

Role Overview:

Neuralix Inc., provides AI-driven solutions for the energy and manufacturing industries, is looking for a **Business Operations Professional** to join the team after graduation. This role is tailored for a recent master's graduate and involves managing customer relations, communications, and success strategies. The candidate will work on customer satisfaction, Go-To-Market (GTM) strategies, CRM management, and crafting impactful pitches and strategies for product success. This is a remote role with travel for client engagements.

Key Responsibilities:

- **Customer Success and Satisfaction:**
 - Serve as a key point of contact for customer onboarding, inquiries, and ongoing support.
 - Collaborate with cross-functional teams to resolve customer challenges effectively and proactively.
 - Execute customer success initiatives to enhance loyalty and satisfaction metrics.
- **Customer Relationship Management (CRM):**
 - Manage and maintain CRM tools (e.g., Salesforce, HubSpot) to monitor customer interactions, insights, and pipelines.
 - Develop long-term customer engagement strategies to ensure retention and account growth.
 - Utilize CRM data to drive actionable business insights and improve customer engagement strategies.
- **Pitch Development and Communications:**
 - Create and deliver compelling pitch decks and proposals tailored to target customers.

- Refine Neuralix's value proposition and product messaging to resonate with diverse audiences.
- Present Neuralix's AI-driven solutions confidently to potential customers, showcasing their value and impact.
- **Go-To-Market (GTM) Strategy:**
 - Support the development of GTM strategies for product launches and customer acquisitions.
 - Conduct competitive analysis and market research to align offerings with industry trends.
 - Collaborate with business development teams to identify and prioritize customer opportunities.
- **Product Success Strategies:**
 - Partner with product and engineering teams to align customer feedback with product enhancements.
 - Design and execute strategies to drive adoption and measurable success for Neuralix solutions.
 - Provide actionable insights to stakeholders for continuous product and process improvements.

Requirements:

- **Education:**
 - Bachelor's/Master's degree in Business Administration, Marketing, Information Technology, or related fields.
 - Bachelor's/Master's degree in Engineering with interest to work in Business.
- **Skills:**
 - Proficiency in CRM platforms (Salesforce, HubSpot, or similar).
 - Exceptional presentation, verbal, and written communication skills.
 - Analytical mindset to derive actionable insights from customer and market data.
 - Basic knowledge of GTM strategies and customer success frameworks.
 - Experience with design tools (Canva, PowerPoint) for creating professional pitch decks.

- **Experience:**
 - Internship or project-based experience in customer success, GTM strategy, or business operations preferred.
- **Other:**
 - **Must be a US citizen or Permanent Resident.**
 - Willing to travel (expenses covered by Neuralix).

Benefits:

- **Benefits Include:**
 - Unlimited paid time off (PTO) and holidays.
 - Career growth and professional development support.
 - Opportunity to work in a fast-paced, innovative start-up culture.

Why Join Neuralix?

Neuralix Inc. is revolutionizing energy and manufacturing through cutting-edge AI solutions, blending operational excellence with sustainability. Joining Neuralix means becoming part of a mission-driven company where your skills will directly contribute to driving innovation and measurable impact for customers. With opportunities for growth and leadership, this role is an ideal starting point for a driven professional ready to excel in business operations and customer success.