



Business Analyst – Customer Success Manager

Xtra-energy

Xtra-energy was founded in 2024 by a team of entrepreneurs passionate about software and the energy transition.

Europe's electricity system is undergoing a radical change. By 2030, the number of wind and solar power plants is set to triple, and the share of renewables in European energy consumption will double. This growth, however, brings increasing complexity to energy sales, with a maze of schemes like Energy short term markets, Power Purchase Agreements (PPAs), Contracts for Difference (CfDs), aggregation contracts, and more.

In this volatile and complex environment, Xtra-energy provides a dedicated Energy Contract and Portfolio Management software solution for renewable energy. Our platform empowers renewable energy producers to easily model, monitor, and operate their energy contracts and portfolio, accelerating their transition toward market-oriented revenues on European energy markets.

Role Overview

To support our growing customer base, we are looking for a Customer Success Manager with a combination of energy market expertise and technical fluency. You will be the primary point of contact for new customers from the moment they sign with us, guiding them through every stage of onboarding, implementation, and go-live.

The role covers the full customer journey:

- Scope definition and kick-off
- Technical implementation and data migration
- User acceptance testing and validation
- Production go-live and hypercare
- Long-term support and account development

You will work closely with our engineering team and use Python to model, automate, validate, and accelerate customer data workflows.

Responsibilities

Customer Onboarding & Implementation

- Lead kick-off meetings and define the scope of work with each new customer.
- Build and manage detailed implementation plans covering data migration, configuration, and validation.
- Coordinate with customers' technical and operational teams to ensure smooth integration.
- Drive user acceptance testing (UAT) sessions and manage issue resolution through to production.

Technical Support & Data Work

- Use Python (Pandas, scripts) to model, process, validate, and transform customer data during onboarding and migration.
- Read, understand and specify necessary developments to enrich our third parties app connectivity required by customer
- Troubleshoot data discrepancies and help customers map their energy contract data to the Xtra-energy platform.
- Liaise with the engineering team to escalate and track product issues.

Energy Market Advisory

- Leverage your knowledge of EU energy markets and contract structures (day-ahead, intraday,, ancillary services, PPAs, CfDs, aggregation) to advise customers on platform configuration.
- Help customers model their contract portfolio within the platform in a way that reflects real-world market mechanisms.
- Stay current on EU energy regulation and market developments to anticipate customer needs.

Account Success & Growth

- Monitor customer health post go-live and proactively address adoption challenges.
- Collect product feedback and communicate structured insights to the product and engineering teams.
- Identify upsell and expansion opportunities as customers' portfolios grow.
- Communicate product roadmap updates, new features, and platform enhancements to customers, ensuring they understand and adopt new capabilities that create value for their business.

Technical Environment

- Platform: Xtra-energy web application (React / Next.js frontend, .NET + Python backend)
- Data tooling: Python 3.x, Pandas: used for data processing and migration scripts
- Data: PostgreSQL
- Collaboration: Git, Notion, standard project management tools
- Claude code

Requirements

- 3+ years of experience in European energy markets as dispatcher/operator, customer success, implementation or consulting in the energy sector
- Solid understanding of EU electricity markets: market structures, market mechanisms, PPAs, CfDs, aggregation contracts, balancing
- Hands-on Python skills (Pandas in particular): you don't need to be a software engineer, but you must be comfortable writing and running data scripts
- Strong project management skills: ability to run multiple onboardings in parallel, meet deadlines, and keep customers on track
- Excellent written and verbal communication in English; French is a strong plus.

Nice to Have

- Proven track record of managing end-to-end software implementation projects with technical and non-technical stakeholders
- Experience with energy trading, portfolio management, or ETRM/CTRM platforms

- Familiarity with REST APIs and ability to perform basic API testing or data validation
- Experience in a fast-growing startup or scale-up environment
- Knowledge of additional European languages (German, Spanish, Italian, Dutch...) is a plus, reflecting the international scope of Xtra-energy.

Mindset

- Customer-obsessed: you measure your success by your customers' success
- Technically curious: comfortable going deep into data and systems to find root causes
- Autonomous yet highly collaborative: you own your projects but know when to loop in the team
- Organised and rigorous: you document, follow up, and close the loop
- Energised by the energy transition: you care about what we're building
- Naturally curious about customers' businesses: you enjoy understanding how customers operate, the challenges they face, and the market context in which they make decisions

Hiring Process

We aim for a rapid and insightful process to ensure a perfect fit for both you and Xtra-energy.

- **Role Deep Dive (60–90 minutes):** You'll meet with Jean (COO), co-founder and head of customer success for an in-depth discussion of your energy market knowledge, implementation methodology, and a practical exercise involving a realistic onboarding scenario.
- **CEO chat (30 minutes):** A qualifying discussion with Johann, co-founder and CEO to share backgrounds, align on expectations, and confirm mutual interest.
- **Cultural Fit Lunch (approx. 60 minutes):** The final step: an informal lunch with the 4 co-founders to make sure the cultural and personal fit is right for everyone.

Package

We offer a competitive and supportive package:

- Flexible Work Model: choose the environment that makes you most productive, with regular in-person sessions for strategy and team connection.
- Market-Aligned Fixed Salary: a strong base reflecting your expertise and current market standards.
- Incentive Compensation: a transparent variable component tied to customer success and retention metrics.
- Health Insurance: access to a quality medical care plan.
- Meal Benefits: daily lunch vouchers.
- Our offices are located in Paris XXth district.

Contact

Send us an email at hr@xtra-energy.com