

## **Client Success Engineer**

### **Responsibilities**

#### **Key Responsibilities in the role:**

##### **Customer Project Management**

- Ensuring that the order has all the required information and can fulfil the order in the specified timeframe.
- Completing the Discovery phase.
- Coordinating with the customers and the internal teams to complete the project in a timely manner
- Creating Project Plans and sending regular reports to the customers

##### **Customer Service**

- Receiving calls (whenever requested) and resolving cases escalated by the customers as well as resolving cases escalated by First Level Support
- Ensuring we provide solution within an optimal time frame
- Logging all activities against the customer account/cases
- Ensuring service is paid for
- Documenting problem and resolution using Knowledgebase Articles for quick reference/response in future
- Creating/Modifying Crystal reports

##### **Training**

- Planning, packaging and delivering trainings for customers remotely or onsite
- Get the customer acclimatised with the workings of Windowmaker (using trials and demos with programs and data on the Terminal Server)
- Preparing presentations and videos for the complex options
- Training First Level Support

##### **Management**

- Regular daily/weekly reports to the management

##### **Data Projects**

- Analyze and create Project specifications
- Data Setup based on specifications.
- Code/Release Testing and quality assurance
- Maintain standards compliance

### **Qualification and Experience**

Engineering graduate with basic computer knowledge, preferably in software

Min 1 to Max 8 years of Experience of Customer Support (Freshers with Good Communication can also apply)

### **Soft Skills**

- Analytical, design and troubleshooting
- Research and analysis
- Excellent communication and interpersonal skills
- Ability to accomplish assigned tasks with minimal supervision

### **Do you have what it takes?**

We are looking for highly talented and motivated Software Service Engineers with a genuine passion for Customer Support.