



PLAYBOOK

Senior Implementation Consultant/Lead

募集職種

人材紹介会社

[Playbook](#)

採用企業名

Our Client is one the Biggest Public SaaS Application Vendor

求人ID

1493112

業種

ソフトウェア

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

東京都 23区

給与

1000万円 ~ 2000万円

ボーナス

固定給+ボーナス

歩合給

固定給+歩合給

更新日

2024年10月29日 06:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

ビジネス会話レベル

最終学歴

大学卒： 学士号

現在のビザ

日本での就労許可が必要です

募集要項

Our team is growing and we are looking for an Implementation Consultant/Partner Project Manager to join our Client Services team. You'll work closely with customers to implement company to help their business needs and challenges.

About The Role

- Take ownership of clients onboarding, implementation projects both delivered internally and oversight to partner delivered services .
- Build strong relationships with our clients to understand their needs and ensure their success with the company
- Act as a project manager to ensure timelines are met
- Work with customers to build their most time-sensitive workflows into the company and ensure there is a clear end-user training plan for those workflows.
- Empower customers to connect their goals and challenges with the solution in the company
- Lead online webinars, consultations, and one-on-one demos to educate customers on the features of our product
- Build, own, and execute client success and onboarding plans
- Spearhead internal cross-functional improvement projects
- Represent the voice of the customer and influence product development roadmap
- Assist partners in building and designing complex and customized technical solutions for the company customers specific needs.
- Assist in training and enable new service partners and facilitate knowledge transfer for existing service delivery partners
- Being an escalation point for partners and their clients throughout the PS project delivery process

スキル・資格

Requirements

- Bilingual-bicultural, with 2-3 years of experience in B2B SaaS as technical Customer Success / Implementation Manager / Technical Project Manager / Technical Account Manager / Technological Consultant, specifically within onboarding and implementation of software.
- Experience in leading product implementation projects involving hands on implementation.
- Strong project management skills to keep projects on-track and manage unique flows.
- At least 2 years of experience implementing new technology for medium and large organizations.
- Strong problem solving skills
- Ability to clearly articulate technical topics to a non-technical audience
- Superb written and verbal communication skills
- Positive attitude, empathy, and high energy
- Strong customer-facing and presentation skills with the ability to establish credibility with executives

会社説明