

Customer Solution Expert

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Company: GfK

Location: , , Pakistan

Category: other-general

CountryPakistanJob FamilyOperationsWe show the world what people want.Join GfK and help us shape tomorrow. As an NIQ company, we are the world's leading consumer intelligence firm, delivering the Full View on consumer behavior. We work to enable manufacturers and retailers better understand what consumers really want. Our name has inspired trust for over 89 years because we take pride in discovering new pathways to sustainable growth for our clients, our people, and our planet.We are always looking for open-minded people who will grow with us, push boundaries, and pioneer disruptive methods in market research, data science, technology, and AI. If you share this passion to drive things forward and the integrity to insist on doing things the right way, we'll equip you to take your future into your own hands and play a leading role in our story.

Job DescriptionCustomer Solution Expert (CSE) provides business solutions and guidance in response to customer requirements. CSE works closely with product, sales, development and customer success team in understanding customer requirements, designing/presenting business solutions and planning implementation with product/development team collaboration.

Job DescriptionConducting client discovery calls with sales representativesStrategizing with the sales and product management team to create customized solutionsSupporting sales team on their day-to-day questions asked by existing or prospecting customersTaking complex customers' requirements and propose solutions/options on design. Present solutions to product and sales teamDeveloping relationships and maintaining customer relations during pre-sales phase and project delivery for existing customersWork with product team to assist in prioritizing existing customers features/requirementsdevelopmentWork with customer success team to

assist on existing customers critical deliverables Work with sales team to understand the needs of prospects during pre-sales cycles and assist in designing and presenting solutions Assist customer success team to ensure day-to-day issues are addressed Record, maintain and monitor project activities for existing customers. Also monitor activities required for prospecting customer solution Participate, present and assist customers in webinars, trainings and GfK Utilize product demonstration/capabilities Maintain records in Salesforce, Agile and other JIRA platforms. Flexible to work in the night shifts. Required Skills Excellent communication skills both written and verbal in English Big picture solution mind-set and creative in delivering message across related to products/services or solution Ability to communicate independently with North American sales team/customers and present ideas in simple yet user friendly form Fair knowledge of databases, queries and API models. Databases SQL Query Language API models that involve data exchange through REST and SOAP protocols Product information file formats such as CSV, XML and JSON Excellent knowledge in MS Office especially in MS Excel, Power Point and Word. Able to draw charts, pivots and use macros/formulas in MS Excel Good skills to draw schematics/diagrams to present complex processes and solution Good project management skills Familiarity of organizational processes, SKU lifecycle, production workflow Understanding of content delivery models Understanding of e-Commerce business model We are an ethical and honest company that is wholly committed to its clients and employees. We are proud to be an inclusive workplace for all and are committed to equal employment opportunity, focusing on all of our employees reaching their full potential. We respect and value every employee regardless of race, ethnicity, gender, sex, sexual orientation, age, personality, experience, culture, faith, socio-economic status, or physical or mental disabilities. We endorse the core principles and rights set forth in the United Nations Declaration of Human Rights and the Social Charter of Fundamental Rights of the European Union, promoting the universal values of human dignity, freedom, equality, and solidarity. Learn more about how we are driving diversity and inclusion in everything we do on: <https://www.gfk.com/about-gfk/diversity-and-inclusion> At GfK we work collaboratively with our colleagues but offer a flexible working approach, including dividing our time between office & remote working as well as the opportunity to flex our working hours around team core hours. We offer an exciting work environment that brings people together. We encourage an entrepreneurial and innovative spirit and make use of the latest digital technologies. We are looking for self-starters, who accept challenges and create solutions. Can there be a better place to take

center stage in the digital revolution? We are excited to get to know you!

#J-18808-Ljbffr

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