

Customer Success Engineer

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Company: INTECH

Location: Pakistan

Category: other-general

About The Position

As a Customer Success Engineer, you will be integral in ensuring the success and satisfaction of our customers with our product. Joining our Customer Success team, you'll collaborate closely with colleagues to drive customer adoption, retention, and expansion. Your responsibilities will include:

Collaborating with customers to understand their technical requirements, challenges, and objectives.

Offering guidance and best practices for implementing and configuring our product to align with customer needs.

Conducting product demonstrations, training sessions, and workshops to educate customers on new and key features.

Assisting customers in troubleshooting technical issues, identifying root causes, and implementing timely solutions.

Proactively monitoring customer usage and engagement metrics to pinpoint optimization and enhancement opportunities.

Advocating for customer needs and feedback internally, collaborating closely with cross-functional teams including product development, marketing, and support.

Establishing and nurturing strong relationships with key stakeholders at customer

organizations, serving as their primary technical point of contact.

Contributing to the creation of customer-facing documentation, knowledge base articles, and educational resources.

Requirements

Bachelor's degree in Mechatronics, Mechanical, or Electrical Engineering.

At least 2 years of experience in a customer-facing technical role.

Proficiency in English along with adeptness in project management and customer service/support tools.

Excellent communication skills, capable of effectively conveying technical concepts to both technical and non-technical audiences.

Proven track record to build and maintain positive relationships with customers and internal stakeholders.

Capacity to thrive in a fast-paced, dynamic environment while managing multiple priorities concurrently.

Experience within the SaaS or software industry is preferred.

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