Customer Training Specialist

Brief about the job:
SmartKarrot is a leading SaaS Customer Success company on a high-growth trajectory. We are a very fast-paced, collaborative, "focused on culture" driven environment.

As a "customer training specialist" you will have to collaborate with our product teams, customer success teams and creative teams to curate, develop and impart training of our platform and features to enable our clients use our platform effectively.

You will be responsible for design, implement & delivery virtual training programs that enhance user knowledge and usage on the platform. These training programs will be targeted to admins, customer success managers & customer success leaders to effectively use our platform.

Responsibilities

- Create and manage the training calendar for our clients
- Design & deliver training sessions, as well as use case demos, tutorials, exercises, quizzes, surveys, presentations etc.
- Collaborating with subject matter experts - across Product team, Content creation team, and Product support - to gain a detailed understanding of the platform.
- Measuring the effectiveness of training events with surveys, and then making modifications to ensure we are meeting our intended objectives and continually improving.
- Develop innovative ways of delivering the training in a way that is easy to consume by the training audience.

A training professional with around 5-6 years of experience in

- Training across enterprise software / customer success
- Quick learner with the ability to translate complex business needs into simple language that audience understand,
- Ability to listen and adjust the training approach based on the audience, and the industry segment.
- Excellent communication skills
- Exposure into providing virtual trainings by keeping audience engaged
- Self-starter with the ability to keep a virtual audience engaged during the training
- Familiarity in an enterprise SaaS based environment would be an advantage.

More about SmartKarrot

We are a modern, intelligence driven customer success platform we help B2B organizations manage and grow their customer portfolios. Customer-centric enterprises and SMBs across industries use it to grow their Net Recurring Revenue by driving successfully: onboarding, adoption, engagement, retention, renewal, upsell, and revenue growth at scale.

You can learn more about us at our website: https://www.smartkarrot.com/