

Sr. Implementation Engineer

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.

We are looking for a passionate and highly organised implementation engineer who will be responsible for ensuring our customer implementations are lead, executed, traced and delivered on time. This role is customer facing and will liaise between the customers, business and the engineering teams ensuring successful on-time onboarding. The ideal candidate should preferably have product background, must have a technical background (need not be hands on), with excellent written and verbal communication skills. This position expects the candidate to work from office (Indira Nagar, Bangalore).

Responsibilities

- Manage the entire customer implementation process, from kickoff to solution go-live
- Plan, track, identify risks and have mitigation plans
- Engage customer stakeholders to quickly understand and document project scope, business and technical goals, workflows, and requirements
- Professionally represent SmartKarrot during all customer communications
- Build and execute communication plans and ensure seamless communications throughout the implementation phase with all relevant stakeholders
- Gather, understand, analyse, solution and document all the required details for implementation. Ensure the requirements are explained to the engineering and product teams, planned and tracked to closure
- Provide technical and functional expertise to integrate third-party systems like Salesforce, HubSpot etc.
- Identify functionality requiring custom logic to meet requirements and demonstrate solution functionality to business stakeholders.
- Identify data mapping and workflow between SmartKarrot and third-party systems.
- Identify patterns in data, gaps in data, and suggest ways to cleanse it.
- Monitor the data integration for smooth functioning. Identify issues Coordinate with the customer to close out any issues.
- Keep a track of the deliverables and communicate and nudge (politely!) as necessary to meet deadlines
- Report regularly on status of implementations and potential blockers
- Identify key weaknesses and failure points in current project implementation plans and spearhead process improvements
- Ability to work with a globally distributed team.

Good to have: Automate the ETL process using tools like Zapier.

Requirements

- Minimum 3 years of Software Implementation project management experience
- Excellent written and verbal communication skills (Mandatory)
- Technical experience (development/QA) in the past
- Knowledge of project management tools like Jira, Service desk, MPP etc
- Experience of working with SAAS cloud based products with understanding how API's, CRM's and Integration middleware(like Zapier) work
- Database expertise along with knowledge on additional tools like Postman, Dynamo DB and basic expertise on database understanding and writing SQL queries.
- Experience working in a fast paced environment with the ability to manage multiple concurrent projects.
- Strong analytical and critical thinking skills
- Familiarity with Java and AWS.

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/>