

# Poland Jobs Expertini®

## Senior Customer Solution Architect

[Apply Now](#)

Company: Tyk Technologies

Location: Poland

Category: computer-and-mathematical

### Who are Tyk, and what do we do?

The Tyk API Management platform is helping to drive the connected world and power new products and services. We're changing the way that organisations connect any number of their systems and services. Whether internal, external, public or highly encrypted systems, Tyk helps businesses drive value across the retail, finance, telecoms, healthcare, or media industries (to name just a few!)

If you've banked online, used an app to check the news, or perhaps even driven a connected car, API's, and by extension, Tyk, make that possible. Founded in 2015 with offices in London - UK, London - Ontario, Atlanta and Singapore, we have many thousands of users of our B2B platform across the globe. Brands using Tyk range from Lotte, Bell, T Mobile, to RBS, Capital One and Vinci. We have a varied user base hailing from every continent – even Antarctica.

### Our Mission

Tyk is on a mission to connect every system in the world. We've started by building an API Management platform.

### Total flexibility, default remote, radical responsibility

We offer , for everyone, Why? Tyk was founded on the principle of offering flexibility and autonomy to our employees, we believe this allows our employees to achieve their best results. It also means we can build the best possible team, location and working hours are no barrier.

If this sounds like an environment that you believe could work for you then read on to find out

more.

## **Requirements**

### **The role:**

At Tyk, we're more than just an API Management platform; we're a thriving, vibrant community dedicated to driving innovation and excellence in the tech world. Our mission is to connect every system in the world, and to achieve this, we're seeking a passionate, talented Senior Customer Solution Architect to play a key role in our customer engagement and success strategies. In this role, you'll be at the forefront of our mission, ensuring that our customers not only embrace our platform but also maximise its value to fuel their success.

### **Here's what you'll be getting up to:**

Embrace and contribute to Tyk's values, participate in team meetings and self-learn for skills enhancement.

Engage in innovation and collaboration to drive continuous improvement.

Advocate for customers internally within Tyk, representing their needs and priorities.

Contribute to customer success stories for marketing collateral, presentations, and keynote

Work closely with the Director of Solutions Architecture to define customer adoption strategies.

Be a contributing member of the Account Management team to facilitate smooth onboarding of customers along with a continued thorough understanding of customer requirements.

Serve as the subject matter expert in all customer engagements to ensure our customers gain a rich experience with the Tyk platform.

Provide onboarding and training to customers to enhance their confidence in utilising the Tyk solution effectively.

Host technical discovery calls with customer teams to understand their requirements.

Support the technical customer journey from purchase to renewal, ensuring customer

satisfaction and success.

Own and expand the technical relationship with customers, acting as a primary point of escalation for Tyk-related matters.

Create and maintain customer-based reference environments and architecture to guide deployments.

Support customers in deploying Tyk into production and optimising its usage to derive maximum value.

Act as a consultative partner for customers, providing insights on Tyk and its dependencies, as well as best practices.

Monitor and support the helpdesk function, providing escalation support for complex issues.

Maintain detailed records within the CRM system such as meeting notes, progress updates, and outcomes.

### **Here's what we're looking for:**

Extensive experience in customer-facing engineering roles.

A solid background in development, infrastructure, or project lifecycle management.

A proven track record in delivering enterprise IT projects and post-sales consulting is crucial.

Exceptional communication and presentation skills including strong stakeholder management, leadership, problem-solving abilities, and a customer-centric mindset.

Proficiency in development, scripting, or Infrastructure as Code (IaC) is essential.

Familiarity with MongoDB, Redis, cloud platforms (AWS, Azure, GCP), SaaS administration, Kubernetes, and CI/CD concepts.

Experience in infrastructure engineering or solution architecture, developer skills in languages like Go, Python, or GRPC compliant languages.

Familiarity with sales methodologies such as MEDDIC.

## **Benefits**

### **Here's why you should join us:**

Everyone has unlimited paid holidays.

We have total flexibility in hours, as we believe creativity flows better when our people are given freedom to decide when they are most productive. Everyone is unique after all.

Employee share scheme

Generous maternity and paternity leave

Volunteering Days

Company retreats

Employee Wellbeing platform

We all share the same vision - we value authenticity, respect, responsibility, independence, honesty, diversity and inclusion and most importantly treating others how you wish to be treated. We look for like-minded people who bring their personalities to work everyday, strive to achieve their personal goals and who are willing to challenge the way we do things, why? - to make what we do even better!

### **Our values tell the story of Tyk - here's how:**

#### **It's ok to screw up!**

We've found that it's often the 'stupid' or unexpected ideas that turn out to be the successful ones - so try it, at least we can say we have!

#### **The only stupid idea, is the untested one!**

It's in our DNA - starting a business with founders 12 hours apart, giving our gateway away for free - sure, we did that, and we'd do it again!

#### **Trust starts with you - make it count!**

Trust is a two-way street - instil it from day one!

## **Assume best intent!**

We have each other's back - we're all on the same team. Think before you speak or act.

## **Make things better!**

Always try to leave things better than when you found them - change is constant, inevitable and embraced! Be that change we want to see.

What's it like to work here?! check it out:

Tyk is an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

You can see more about us here

[Apply Now](#)

### **Cross References and Citations:**

- 1. Senior Customer Solution Architect Astronomyjobs Jobs Poland Astronomyjobs ↗**
- 2. Senior Customer Solution Architect Panamajobs Jobs Poland Panamajobs ↗**
- 3. Senior Customer Solution Architect Firefighterjobsnearme Jobs Poland Firefighterjobsnearme ↗**
- 4. Senior Customer Solution Architect Searchcanadajobs Jobs Poland Searchcanadajobs ↗**
- 5. Senior Customer Solution Architect Southkoreajobs Jobs Poland Southkoreajobs ↗**
- 6. Senior Customer Solution Architect Free-job-postings Jobs Poland Free-job-postings ↗**
- 7. Senior Customer Solution Architect Securityguardjobs Jobs Poland Securityguardjobs ↗**
- 8. Senior Customer Solution Architect Bankingjobsnearme Jobs Poland Bankingjobsnearme ↗**
- 9. Senior Customer Solution Architect Minneapolisjobs Jobs Poland Minneapolisjobs**



- 10. Senior Customer Solution Architect [Nairobijobs Jobs Poland Nairobijobs ↗](#)
- 11. Senior Customer Solution Architect [ExpertiniJobs Poland Expertini ↗](#)
- 12. Senior Customer Solution Architect [GulfjobscentraJobs Poland Gulfjobscentra ↗](#)
- 13. Senior Customer Solution Architect [UruguayjobsJobs Poland Uruguayjobs ↗](#)
- 14. Senior Customer Solution Architect [FindparttimejobsJobs Poland Findparttimejobs ↗](#)



- 15. Senior Customer Solution Architect [CustomerservicejobsJobs Poland Customerservicejobs ↗](#)
- 16. Senior Customer Solution Architect [PhpjobsJobs Poland Phpjobs ↗](#)
- 17. Senior Customer Solution Architect [Christmasjobs Jobs Poland Christmasjobs ↗](#)
- 18. Senior Customer Solution Architect [Nodejobs Jobs Poland Nodejobs ↗](#)
- 19. Senior customer solution architect [Jobs Poland ↗](#)
- 20. AMP Version of Senior customer solution architect [↗](#)
- 21. Senior customer solution architect [Poland Jobs ↗](#)
- 22. Senior customer solution architect [Jobs Poland ↗](#)
- 23. Senior customer solution architect [Job Search ↗](#)
- 24. Senior customer solution architect [Search ↗](#)
- 25. Senior customer solution architect [Find Jobs ↗](#)

Source: <https://pl.expertini.com/jobs/job/senior-customer-solution-architect-poland-tyk-technologies-3d34776852/>

Generated on: 2024-05-02 by [Expertini.Com](#)