

Senior Solutions Consultant - French or German speaking

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Company: Zendesk

Location: Kraków

Category: business-and-financial-operations

Job Description

The Senior Solutions Consultant is responsible for all technical, solution, and competitive aspects of the Zendesk sales cycle. SC's must be both sales focused and technically savvy. They must be successful in convincing C-level and director level executives of the technical merits of the software solution. The SC will work, in conjunction with Sales, to be the technical bridge between our Sales Representatives and their prospects. The SC will take ownership of the prime technical relationship with our prospects to drive customer happiness by proactively managing and delivering technical information to our customers online, and via telephone.

Requirements

5+ years of software selling experience.

Excellent interpersonal, communication, persuasion, presentation and writing skills.

Experience scoping, managing and executing customer pilots and Proof of Concepts.

Detailed knowledge in web / scripting technologies, HTML, CSS, JavaScript and SaaS applications.

Outstanding problem solving skills, including the ability to meet a business requirement with a technical solution.

Outstanding solution scoping abilities, using our existing solution and influencing

new product development.

Should be flexible and agile in your approach and open to working in a dynamic environment with multiple roles.

You have bilingual proficiency in English and one of: German, French, Spanish, or Italian

Bachelor's degree or equivalent experience is a must; graduate degree is a plus.

Obvious passion and people skills

Desired Skills

Previous consulting experience implementing enterprise class software solutions

Knowledge of topics such as Customer Service software, Employee Experience, ITSM

AI, Telephony (CTI), Business Intelligence, Integrations, REST APIs, Middleware

Call Center experience is a huge plus

Zendesk software was built to bring a sense of calm to the chaotic world of customer service.

Today we power billions of conversations with brands you know and love.

Zendesk believes in offering our people a fulfilling and inclusive experience. Our hybrid way of working, enables us to purposefully come together in person, at one of our many Zendesk offices around the world, to connect, collaborate and learn whilst also giving our people the flexibility to work remotely for part of the week.

Hybrid: In this role, our hybrid experience is designed at the team level to give you a rich onsite experience packed with connection, collaboration, learning, and celebration - while also giving you flexibility to work remotely for part of the week. This role must attend our local office for part of the week. The specific in-office schedule is to be determined by the hiring manager.

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