

Solutions Consultant - German Speaking

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Company: Zendesk

Location: Kraków

Category: computer-and-mathematical

Job Description

The Solutions Consultant is responsible for all technical, solution, and competitive aspects of the Zendesk sales cycle. As an SC you are both sales focused and technically savvy. You will be successful in convincing customer executives of the technical merits of the software solution. You will work in conjunction with Sales to be the technical bridge between our Sales Representatives and their prospects. You 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 virtual meetings.

Requirements

You have 5-8 years of related experience and a minimum of 3 years of software pre-sales experience.

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

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

Basic 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.

You have superior solution scoping abilities, using our existing solution and

influencing new product development.

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

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

Bachelor's degree is a requirement; graduate degree is a plus.

You have an 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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