



customer intelligence **made in switzerland**

Customer Experience Solution Engineer

OVERVIEW

Are you an experienced Solution Engineer looking for a new challenge? Are you excited intersecting technology and business? Do you like to join our growing team of Customer Intelligence professionals having an opportunity to further advance your skills and career in a great working environment?

If you are a highly-motivated individual with a genuine interest in technology and passion to deliver cutting-edge products, we have the perfect job for you!

We are seeking a strong software Solution Engineer to work with our dream team environment in order to deliver the best software solutions to our sandsiv + [™] innovative and industry-leading products.

PRIMARY RESPONSIBILITIES

- **Solution Engineer** - Support and maintain contact with SandSIV clients base to ensure customer satisfaction and understanding of their business and provide the requested SandSIV solutions' features accordingly to their needs.
- **Pre-Sales Engineer** - Be the go to technical resource to address deep product related questions for the Sales team for responding to RFP and RFQ product demonstration for proposals for demos for product trials and for needs analysis
- **Product development** - supporting the continuous SandSIV products development from a Product Ownership, transforming client business needs into real solutions

WHAT DO WE EXPECT FROM YOU

- Be familiar with SandSIV Solution from technical and business perspective in short time
- Be the main technical resource to address deep product related questions for the client's request for data integration, API usage and corporate ecosystem integrations
- Be part of the Pre-Sales process to cover the technical aspect of Sandsiv's solutions
- Take part of the scrum teams as Solution Engineer stakeholder

REQUIREMENTS

- 5+ years previous working experience as Solution Engineer or similar
- Degree in computer science or similar
- In-depth knowledge of Agile process and principles
- Knowledges in Customer Experience Management from classical to digital transformation is a plus
- Knowhow and experiences in Data Integration adopting RestFull API and ETL design
- Knowhow and experiences in Data Analytics from raw data to insights is a plus
- Knowledges in Natural Language Processing using up to date methodologies and technologies is a plus
- Proven skills in programming or scripting (Python is a plus)
- Good knowledge in data storage using SQL based and NOSQL databases
- Position requires hands-on person with computer skills
- Excellent organizational, time and project management skills
- Sharp analytical and problem-solving skills
- Creative thinker and keen on details
- An ability to multitask and perform under tight deadlines
- Complex problem-solving skills and ability to think abstractly out of the box and work independently
- Strong verbal and written communication skills.
- Flexible to travel for business trips to Europe countries to visit customer's faces
- English proficiency level, Italian, German is a plus
- Location: Chiasso Office with regular visit in Zurich SandSIV's Headquarter