

Consultant Principal en Solutions – Centre de Contact

Qui nous sommes :

Énergique, dynamique et en essor. Voilà qui définit Quovim C3, fournisseur de solutions logicielles et de services de consultation axés sur les centres de contact client et les communications unifiées. Nous permettons aux entreprises de créer des interactions puissantes et marquantes en encourageant notre équipe à accueillir les défis, l'évolution et l'innovation.

Nous recherchons de nouveaux membres d'équipe passionnés qui sont désireux de faire partie d'un milieu de travail créatif, agile et axé sur le renouvellement des connaissances. Profitez de nos bureaux modernes à aire ouverte dont les vastes fenêtres offrent une vue sur un espace vert au cœur du centre-ville de Montréal, tout en bénéficiant de l'accès facile au transport en commun, de la proximité de restaurants chics et de l'ambiance d'un grand centre urbain.

Pourquoi nous avons besoin de vous :

The main objective of the Principal Solutions Consultant role at Quovim C3 is to review and approve the product architecture, ensure accuracy of cost estimates, manage customers' needs and requirements as well as to provide pre-sales technical assistance and technical presence and expertise during sales presentations.

Responsabilités principales:

- To prepare and review estimates and SOW's and ensure accuracy of what is being presented
- To approve all PS estimates for accuracy and profitability
- To manage and accurately interpret customers' needs and requirements
- To review and approve product architecture
- To collaborate in product management and development initiatives
- To collaborate with the PMO office and Technical Director during pre-sales activities, SOW preparations and all the way up to completion of SOW's
- To actively assist and provide technical guidance in preparation and delivery of sales presentations
- To provide pre-sales technical assistance and product education
- To mentor and provide guidance in product architecture and designs
- To act as a senior mentor to the Integrators
- To act as an Integrator resource when necessary

Vous devez répondre aux exigences suivantes :

- Minimum of 10 years' experience in a similar role, leading contact center platforms such as Genesys, Cisco, InContact, Five9 is a must
- 5+ years of PureConnect & PureEngage experience is an asset
- 5+ years of Cloud platform experience within AWS, Google or Azure
- Solid database management knowledge
- Solid SIP, VoIP and telecom knowledge
- Technical proficiency in Windows Server, Client platforms and Networking
- Knowledge of MS Exchange and SQL Server
- Working knowledge of development platforms
- Bachelor's degree or Certificate in Computer Science or related field
- Strong customer service focus
- Superior communication and presentation skills
- Ability to travel
- Strong analytical skills
- Bilingualism in French and English is essential

ENDROIT : Montreal

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