

CUSTOMER SOLUTIONS LEAD

JOB DESCRIPTION

Role Description:

We are seeking a highly motivated cloud & data-savvy pre-sales specialist with experience designing solutions for large enterprise clients. The Customer Solutions Lead reports into the Head of DXG Customer Solutions and carries TCV (Total Contract Value) & Revenue targets for his defined scope.

What you would be doing:

- Work closely with Account Managers to qualify customer needs, design proposals and follow opportunities until closure;
- Contribute to all business and technical discussions with customers and partners to define best solutions to address customer challenges;
- Define engagement strategy with customer to solve their specific challenges;
- Design Cloud & Data solutions that address client business problems and meet their technical requirements;
- Generate new leads by approaching new prospects (together with Account Managers) and promoting FPT Software Cloud, Data and DX Consultancy services;
- Lead and coordinate complex RFP proposals with other team members and other FPT Business Units;
- Deliver trainings to local Account Managers and Pre-Sales teams about our Digital Transformation portfolio (Cloud, Data, DX Consultancy services);
- Responsible for keeping track of and reporting customer opportunities and actions in CRM tool.

Skills and Competencies:

- 10+ years' experience in a Pre-sales role in the technology sector;
- Strong knowledge of Cloud, Data, Digital Transformation and ability to quickly learn new technologies;
- Proven experience interacting with C-level executives. Able to qualify business and technical challenges and articulate value proposition;
- Creative problem solver, able to handle stressful situations with professionalism;
- Excellent listening and presentation skills;
- Fluent in written and spoken English;
- Cloud and data platform certifications (AWS, Azure, GCP, AliCloud, Oracle, IBM, Snowflake, Databricks, Dataiku...) are a big plus.