



Position: PreSales Solution Engineer

Job Location: Chennai, Tamil Nadu

Greetings from SurveySparrow!

If you are ready to take on challenges, solve problems and have an unbeatable passion for building and creating things, join us. At SurveySparrow, we always seek people with a keen eye, smart brains, creative thoughts, and a big heart. Sounds like a place you would want to invest their career in?

A happy tribe doing what we love and loving what we do!

What is SurveySparrow?

SurveySparrow is an omnichannel experience management platform that helps you refine experiences end to end. It helps you create engagements, inspiring performances, and achieve solutions- all through the power of surveys.

Know more about us [here](https://youtu.be/_aGCHIDkvm0). https://youtu.be/_aGCHIDkvm0.

Why SurveySparrow?

We have a unique work culture in place that screams the personality of our brand, and we ensure the growth of our employees as the company soars high. Here's a blog from our founder that would give you an insider peek of what we have in store for you:

<https://surveysparrow.com/blog/why-we-built-culture-codes/>

So, you are not just a part of our workforce, you are family, and we value you.

Job Description

We are seeking a self-motivated Solution Engineer (PreSales) with an obsession to deliver WOWs to join our rapidly growing faced paced environment. As a Solution Engineer (Presales), you will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. You will be our subject-matter expert helping customers understand and evaluate the SurveySparrow platform. The Solution Engineer will be responsible for supporting prospects by delivering compelling solutions and articulating the benefits/value proposition of SurveySparrow. We are looking to hire a consultant who will act as a technical advisor and develop strong relationships with customers, account managers, and cross-functional teams proactively.

Responsibilities:

- Collaborate with sales teams to qualify and understand prospect's use-case using a consultative approach and ensure successful closure of the sales process with your flair and panache



- Highlight SurveySparrow's value by preparing and delivering product capacities through presentations, product demonstrations, POCs, and responding to RFP documents.
- Work independently with prospects/customer's technical teams on implementing a complete solution, based on a series of business and technical reviews.
- Coordinate and create technical solution documents for existing and new product features.
- Liaising with Product Managers and cross-functional teams to provide customer feedback, feature requests to develop future strategies to refine and enhance the product.
- Transfer technical and product knowledge to new hires and peers.
- Stay up-to-date on relevant market trends and competitor landscapes.

Requirement:

- Enthusiasm to play a techno functional and a customer facing role with a SaaS company.
- Be a storyteller, who's comfortable presenting a company and product to anyone in any setting.
- A self-learner who can pick up skills with minimum support and have a curiosity about learning new concepts.
- Flexibility in working in different shifts/regions including the night shift is mandatory.
- High proficiency in English with excellent written and oral skills is a must.