

Job Description | Technical Sales Engineer

COMPANY: Cloudrise, An Exclusive Networks Company

POSITION: Technical Sales Engineer, EMEA

LOCATION: Greater London, UK

REPORTS TO: Vice President, Customer Experience, Cloudrise

Job Description

We are seeking a highly experienced and motivated **Technical Sales Engineer (TSE)** to join our rapidly expanding team in the **EMEA** region. As a key member of our Go-To-Market team, you will drive the development, growth, and execution of the channel sales strategy for our cybersecurity services across the EMEA region. The Technical Sales Engineer (TSE) is a member of the Customer Experience (CX) team and is responsible for providing Sales support across Cloudrise Go-To-Market activities. The TSE collaborates with Service Delivery to maximize the customer experience through the sales pursuit cycle and enables renewal and conversion activities. The TSE collaborates with Business Operations to establish and improve GTM partner and customer facing deliverables. This role plays a pivotal part in ensuring that our clients receive exceptional service and value throughout their engagement with Cloudrise. This role also plays a key part in driving customer satisfaction and loyalty using digital tools and data-driven insights.

This position is remote, but must be available to attend training, office activities and administrative meetings in person near Woking, in the **Greater London, United Kingdom Area** without travel expenses.

KEY RESPONSIBILITIES

- **Strategy**
 - Collaborate cross-functionally with the Sales, Business Operations and Service Delivery teams to ensure that Customer Experience is integrated into all aspects of our business.
- **Accountability**
 - Utilize Salesforce and customer project tracking solutions to maximize internal customer support.
 - Review, develop and monitor active sales pursuits with Sales and Service Delivery support.
 - Review Sales Quotes, author and deliver Proposals and SOWs for partner and customer acceptance with an emphasis on aligning with pricing guidance and profitability metrics
 - Provide a “voice from the field” interpretation of partner and customer feedback to Product Management throughout the sales pursuit, renewal and conversion processes.
- **Skills**
 - Netskope SASE experience and/or certification is required.
 - Experience with DSPM technologies such as BigID or Cyera is strongly preferred. Familiarity with data protection strategies in hybrid cloud environments is a plus.
 - Experience working with mid-tier and enterprise-level customers in regulated industries such as finance, healthcare, and insurance.
 - Experience utilizing Salesforce is preferred
 - Experience utilizing Smartsheets is advantageous.

- **Culture**

- Drive a culture of customer-centricity throughout the organization, foster collaboration between sales, delivery and operations teams to continuously enhance customer engagement and satisfaction
- Be a stakeholder for optimizing customer service processes and workflows.
- Be stakeholder in resolving customer complaints and issues in a timely and effective manner.

ADDITIONAL DETAILS

- Lead scoping and needs analysis for technical implementations, aligning customer goals with Cloudrise offerings.
- Coordinating and communicating contract terms and risk to Practice Leaders (Sales & Delivery)
- Assist Service Delivery Practice Leaders with documenting technical requirements, evaluating vendor solutions, and recommendation of appropriate data security solutions
- During pre-sales phases, deliver proposals and SoW reviews to prospective clients; advise clients in understanding the future state problems and challenges in cyber security and work collaboratively with them to provide an appropriate Cloudrise solution proposal
- Operate as a technical subject matter expert for the GTM organization
- Be up to date on industry trends around cyber risk and data protection practices

QUALIFICATIONS

- This position is eligible for a quarterly bonus based on sales and CX success.
- Bachelor's degree in business administration, cyber security, information technology, or a related field, or commensurate experience in Client Services.
- Minimum of 1-2 years of experience in service delivery, customer experience management or a related field.
- Proven track record of successful Customer Experience interactions.
- Strong analytical and problem-solving skills.
- Excellent documentation, communication and interpersonal skills.
- Fluent in English; fluency in French or additional languages is highly desirable.

COMPENSATION

- Base Salary: €49,000 per year.
- Bonuses: €9,700 per year, on successful completion of MBO targets.
- Total Potential Compensation to Start: €58,700 annually

HOW TO APPLY

To apply, please send your resume and a cover letter to careers@cloudrise.com.

We look forward to your application!