Senior CX Consultant (foreign languages required)

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Company: Oracle

Location: Romania

Category: computer-and-mathematical

Who is Advanced Customer Services?

First of all, the People. Advanced Customer Services has more than 4000 senior technical experts globally, most of them engineers. Each of them comes with a wealth of experience in Oracle technology. Most are in long-term engagements with their customers and thus gain a unique understanding of their platforms, requirements, and business needs. Being part of Advanced Customer Services organization, you get an opportunity in the lifecycle management of the solution. As customers' operations mature, your expertise enables them to enhance product adoption and user experience. Our focus on continual service improvement models is a key differentiator. We leverage your expertise and creativity to innovate business and IT processes, improve product adoption and other aspects of lifecycle management. You may be engaged in assisting customers in their day to day queries, create extensions, enrichment to the implemented product, helping them on their journey to cloud, release management activities for quarterly releases and be a part of the customer business teams to enable them achieve their key business process KPI(s).

Role Description

As a Principal Support Engineer, you will offer strategic technical support to assure the highest level of customer satisfaction. A primary focus is to create/utilize automated technology and instrumentation to diagnose, document, and resolve/avoid customer issues. You are expected to be an expert member of the technical problem solving/problem avoidance team, routinely sought after to address extremely complex, critical customer issues.

Services may be frequently provided by on-site customer visits.

Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 7 years experience with Core products or eight years experience with Applications products, BS Computer Science/Management Information Systems/Science/ Engineering/Math/Physics/Chemistry with 3.0 GPA OR (for Applications) proven professional/ technical experience, ., demonstrating an understanding of Applications at a functional and technical level (preferably Oracle).

Essential Duties:

This position is for an experienced professional with a hands-on functional background in the Oracle Customer Experience Cloud (SaaS) suite of products.

Ideal candidate understands not only the concepts of Customer Experience but also how they apply to the day-to-day processes of a Production business environment.

Responsible for supporting critical business operations.

Works independently to provide quality services to multiple customer engagements.

Performs varied and complex duties and tasks that need independent judgment to support Oracle products and technology to meet customer needs.

Applies Oracle methodology, company procedures, and leading practices

Perform root cause analyses and recommend meaningful updates to the following functional and operational items: dimensionality and hierarchies, business rules code, metadata properties, data forms and reports, data management processes and others as needed

Provide input to help guide the development of customer solutions (pre-implementation), as well as address customer questions and concerns regarding the functionality of their Oracle EPM/Hyperion environments (post-implementation, ongoing maintenance)

Collaborate with offshore team members and business customers globally

Customer Management

Ability to understand customer urgency and sensitivity of the problem

Strong Verbal and Written communication skills

Qualifications

The ideal candidate will typically be expected to demonstrate the following qualities:

Good techno-functional skills in Oracle Fusion Applications in CX area

Should be aware of Sales and Service Business flows.

Should have thorough knowledge of Groovy Scripting

Knowledge on OTBI reports/BI reports

Lifecycle Management and/or implementation experience in Oracle CX products like "B2B Sales and Service", Eloqua and Responsys.

Strong troubleshooting and problem-solving skills in complex environments like in Marketing Automations

Ability to develop solutions in B2B sales and Service applications as per the customer requirement

Should be a quick learner of other Oracle CX Cloud components.

Should have a strong customer facing skills.

Ability to multitask, maintain composure in high-stress/high-visibility situations and change priority as needed to accommodate a very dynamic business.

Excellent team player, willing to learn new technologies & problem-solving skills.

Strong organization skills, detail oriented & communication skills.

Willingness to work in customer time zones

The day in the job would include the following activities in

University degree, with post graduate technical or management qualifications or other relevant experience.

Foreign language proficiency (Italian, German, Spanish, Dutch, Swedish)

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