

Implementation Specialist

Location: Flexible remote and office-based work - McLean, VA (USA)

Department: Configuration

Reporting to: Configuration Manager

Overview:

At ContactEngine, we're passionate about innovative SaaS solutions. ContactEngine is a cloud-hosted customer conversation platform. We leverage artificial intelligence, natural-language processing, and machine learning to assist global brands in transforming their customer journeys. ContactEngine disrupts traditional call-centers, by delivering value, enhancing operational processes, and improving the customer experience while providing substantial return on our clients' investments. Our solutions are a fraction of the cost to deploy and operate, but with three times the customer engagement rate of its manual call-center predecessors. ContactEngine can drive corporate KPI's harder and faster, as well as improving the customer experience.

Our focus is mainly on Customer Communications using omni-channel SaaS solutions.

Key Responsibilities:

- Define and deliver the technical requirements (Solutions Architecture Design, Application Integration Specifications, Business Process definitions, Reporting & Dashboard requirements, Artificial Intelligence intent mapping & automated transactions, etc. of the ContactEngine customer journeys.
- Define and implement ContactEngine customer journey optimization strategies by utilizing data analytics in conjunction with a deep understanding of the ContactEngine transactional data model. The ability to collect, organize, analyze and disseminate information with the attention to detail and accuracy is a must.
- Work with Customer Success Managers, Product development and AI innovation teams to implement the business and technical requirements of ContactEngine deployments for Market Trials and Production releases.

- Responsible for the metadata configuration of customer business processes and business rules, KPI dashboard development and E2E testing cycles for the introduction, maintenance and support of Market Trials and Production deployments.

Core skills and education:

- Master's degree in Computer Science, Management Information Systems, or similar background; with experience in projects involving Deep Data Analytics and Artificial Intelligence
- Technical Expertise in data structure extraction and summarization along with experience in statistical programming languages
- SQL, R or Python
- JAVA
- C#
- Advanced application knowledge of Excel (charts, graphs, pivot tables, queries, macros, filters)
- Tableau (or similar BI tool), Postman (or other API development environments)
- Additional knowledge and experience in Java and RESTful services a plus

Personal attributes and other requirements:

- Strong work ethics
- Honest, diligent, and trustworthy
- Multi-lingual a plus

What ContactEngine brings to the table:

- You'll be joining a rapidly expanding and award-winning company, with world class and disruptive SaaS technology.
- You'll have excellent opportunities to use and expand ALL your skills and make huge strides in your professional development.
- You'll be joining a strong culture, and a tight-knit team of colleagues.

- You'll have good opportunities to earn well.

Timings/Renumeration:

- Full time

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.

For more information about ContactEngine, please visit www.contactengine.com



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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com