

# United Arab Emirates Jobs Expertini®

## Pre Sales Engineer - Al-Futtaim

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Company: Talent Pal

Location: Dubai

Category: architecture-and-engineering

Established in the 1930s as a trading business AlFuttaim Group today is one of the most diversified and progressive privately held regional businesses headquartered in Dubai United Arab Emirates. Structured into five operating divisions; automotive financial services real estate retail and healthcare; employing more than 35000 employees across more than 20 countries in the Middle East Asia and Africa AlFuttaim Group partners with over 200 of the worlds most admired and innovative brands. AlFuttaim Groups entrepreneurship and relentless customer focus enables the organization to continue to grow and expand; responding to the changing needs of our customers within the societies in which we operate. By upholding our values of respect excellence collaboration and integrity; AlFuttaim Group continues to enrich the lives and aspirations of our customers each and every day

**Overview of the role** The Solutions Consultant works with the Sales Team on developing identified business opportunities & to strategize solution CX offering for different customer segments. The Solutions Consultant works in a consultative role to understand customer needs (functional & technical) and maps them to Genesys software services and consulting offerings. You will work with all levels of customer organizations tailoring the messaging to meet the needs of various business and technical stakeholders including Clevel decisionmakers. This role is imperative to the success of sales opportunities. What you will do Solutioning and PreSalesTechnical and architectural leadership in proposing creating and improving solution design. Provide product knowledgTee to support and sales team. Prepare technical proposal as per customer RFP RFI Understand Solution pricing and BID Tender needs and catering the proposal to meet requirements Lead Reports

Requirements Gathering Customizations Development and Implementation workshop with customer. Continuously upgrade the skills by selflearning and on job training. Assisting in the collection and documentation of users requirements development of user stories and estimates. Document scope of work document usecase call flow UML diagrams etc. Work with different technologies and platforms as per the project requirement Work with project management team to provide inputs for Project Management Plan Customer Demos Effective communication conducting customer meetings agent / supervisor trainings presales demos etc. In depth knowledge and handson in preparing customer specific demos. Deep dive into technical details understand customer business and technical requirements and propose solution that is well aligned Operational Walkthroughs / Discoveries: leading discovery sessions to walk through an organizations current methods of operation and provide recommendations on improvement opportunities. This may include sessions inside the customer interaction department to observe the customer experience as well as sessions with team leaders operational staff and management. The typical output from the above will be: Walk our clients through Genesys solutions via demos workshops and presentations to outline how our applications deliver customer experience transformation and outline benefits for specific users such as agents supervisors and administrators. Create or provide documentation such as Discovery Architecture & Solution Design Proposals to ensure a smooth transition to professional services. Example customer journeys before and after. Present ideas recommendations on how the customer should embark on improving customer Journeys. Highlevel business benefit model and ballpark costs for delivery of identified solutions. Customer Vision Sessions: Sessions to work through existing Customer Journeys and to define where Genesys solutions can be implemented or enhanced in order to deliver an improved customer experience. Required Skills to be successful Leadership Management and can do attitude Team player and flexibility Results oriented Excellent interpersonal and communication (written and oral) skills. Excellent Time Management skills Commercial acumen Change management ability Risk management and mitigation Communication & influencing at all levels internal and external What qualifies you for the role Education: Graduate engineer in IT / Computer science Genesys Certification/Trainings (Cloud or Engage) up to 5 years of relevant professional experience including the following: Technical domain knowledge & expertise in enterprise call Contact Centre technologies Conversational Artificial Intelligence Bot survey quality management recording workforce management IVR PCI compliance. Experience working in some of the following areas

VOIP SIP Messaging Carrier Infrastructure networking and security. Familiarity with cloud platforms (Amazon Web Services Microsoft Azure) and cloud application architecture (Microservices Kubernetes & Docker). Proven experience in defining the return on investment in any given proposal. About AIFuttaim Engineering & Technologies AIFuttaim Engineering & Technologies offers customers complete engineering and systems integration solutions. The Engineering arm operates in the UAE Qatar Saudi Arabia and Egypt providing a wide variety of products and services from air conditioning scaffolding and access solutions elevators and escalators control and life safety facilities management building products MEP Energy Management Technology Infrastructure and Digital Transformation. The Technologies division provides complete business solutions to large medium and small customers that include contact centre solutions business applications business intelligence data management advanced analytics amongst others. The IT infrastructure portfolio comprises IP telephony ELV systems networking solutions professional audiovisual solutions and managed services. These solutions are further complemented by services that include project management installation testing commissioning and aftersales maintenance contracts. This job has been sourced from an external job board. More jobs on

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