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Service Cloud Solution Engineer - EMEA Growth Markets

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Company: Salesforce, Inc.

Location: dubai

Category: other-general

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sales cycle, delivering thought leadership and owning solutions to enhance our customers' experience. You'll collaborate with colleagues, support our sales team, and translate business objectives into compelling recommendations. With your technical and sales skills, you'll present our product offerings, address objections, and inspire confidence in our technology infrastructure. You will be part of the Growth Markets Specialist Solution Engineering team and work in the area of Service Cloud covering the Middle East region. A successful candidate should bring technical and sales skills that establish credibility and a confident presence and assure both internal and external stakeholders, customers, and partners. Our team engages across the sales organisation to develop a ground-breaking vision using Salesforce technology solutions while overcoming technical objections within sophisticated sales campaigns while also driving enablement.

Responsibilities:

- * Lead discovery workshops and technical discussions with clients to gather customers' needs, identify pain points, and propose effective Service Cloud solutions.
- * Deliver product-, technical-, and security-related responses on RFPs/RFIs
- * Build and present appealing demos of Salesforce Service Cloud products including solution concepts to key decision-makers to address their business issues and needs showing business value.
- * Keep up-to-date in technology trends and innovations as well as Salesforce products and sales programmes to acquire and maintain the knowledge vital to be effective in the position
- * Lead the solution side of the sales cycle
- * Have a strong curiosity about growing your career and participating in our internal training programs and mentorship initiatives.
- * Willingness and flexibility to travel as needed across the Middle East region

Required Qualifications:

- * Understanding the business requirements of customers in the Middle East region, within multiple industries and translating/presenting those needs into a compelling vision and roadmap for our customers.
- * Track record (5+ years) of solution engineering, consultancy, delivery or training success for a software solution organisation.
- * Confirmed time management skills in a dynamic team environment.
- * Inquisitive, practical and passionate about technology and sharing knowledge.
- * Good at searching out information and experimenting, likes to concentrate on a particular topic and to solve puzzles.
- * Excellent communication skills, with the ability to effectively communicate technical concepts to both technical and non-technical audiences.
- * Fluency in English, Arabic is highly desirable.
- * Having existing Salesforce product knowledge and certifications is a plus, but not mandatory. Salesforce offers an extensive onboarding programme to ramp up your pre-sales skills, technical skills & introduce you to our way of working.

Accommodations If you require assistance due to a disability applying for

open positions please submit a request via this [Accommodations Request Form](#) .

Posting StatementAt Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more. Learn more about Equality at www.equality.com and explore our company benefits at www.salesforcebenefits.com . Salesforce is an Equal Employment Opportunity and Affirmative Action Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Salesforce does not accept unsolicited headhunter and agency resumes. Salesforce will not pay any third-party agency or company that does not have a signed agreement with Salesforce . Salesforce welcomes all. **About Us** We're Salesforce, the Customer Company, inspiring the future of business with AI + Data + CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place.

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