

SVP – WW Product Management

About us:

Contexta360 is a double-digit growth company based in Amsterdam. We are a team of highly skilled software developers and computer scientists with a passion for artificial intelligence, speech2text, and natural language understanding.

Contexta is transforming the visibility and insights of customer voice interactions. Organizations cannot accurately, digitally and automatically capture their voice interactions with their customers. This leaves them exposed to compliance issues, a competitive disadvantage in sales or service scenarios or overwhelmed with data and workload.

We not only have one of the world's most accurate speech-to-text platforms but critically core technology in A.I. allowing us to mine, detect and react to key customer interaction questions, sentiment, compliance or sales/service situations. We have offices throughout Europe and will be expanding into the USA markets within the next 12 months.

Your profile:

You will have at least 5 years experience in both senior product management and product marketing roles, ideally gained from the voice processing or contact center marketplace. We are looking for a self starter, intuitive and creative leader, but also a sole contributor. They must have experience in research and analysis, strategy development, and liaising with and reporting to a diverse set of stakeholders. This is not a role that requires a direct team in the short to medium term, but does require exceptional leadership and collaboration skills both within Contexta as well as our partners, channels and customers. The candidate must be very structured in their approach, have a 'sixth sense' for customer need and a strong technology and commercial grounding.

Responsibilities:

- Set the vision and drive development efforts for delightful products that people love using.
- Lead development of Contexta360 product strategy for our speech analytics and conversational computing offerings.
- Craft highly effective roadmaps based on team strategy, data analysis, and user insights.
- Develop detailed business requirements and user stories that can be used to create product specifications and architecture for each product and application.
- Oversee all product management functions; including user research, testing, and feature rollout.
- Drive product launches through cross-functional work with executive, engineering, and sales teams.
- Define/analyze metrics that drive engagement, retention, and monetization within products.
- Identify/resolve issues that may impair team's ability to hit strategic, financial and technical goals.
- Manage trade-offs and priorities for customer experience, performance, and operational support.
- Campaign planning assistance for sales and marketing
- Content creation to support sales and business development activities.
- Sales collateral and tools to enable sales and customer education.
- Public relations to help drive brand awareness, a product evangelist.



Contexta**360**[™]
SPEECH INTELLIGENCE

Minimum qualifications:

- 5+ years experience in product management in a B2B software/hardware environment.
- Experience managing ambiguity, complexity, and interdependencies in a methodical/structured way.
- Experience building speech intelligence products and propositions alongside marketing teams to create a successful opportunity pipeline.
- Deep understanding of speech related technology stacks; particularly those relevant to real-time and non-real-time speech analytics, AI and conversational computing.
- Proven analytical skills and ability to use data to drive decision-making and feature prioritization.
- Strong user-centered design and product sense; you have a high bar for product quality and UI/UX.
- A passion for user experience as this role is the primary voice of the customer internally at Contexta360.

Preferred qualifications:

- Degree in an engineering-related field / or a solid track record in engineering and product management.
- 10+ years experience in product management in a B2B software/hardware environment.
- Experience building products where hardware and system-level solution expertise was required.
- Experience managing communications products.
- Experience working as a founder/employee at an early-stage technology startup.