

VP Pre-Sales and Professional Services

Location – Netherlands

Remuneration – Salary and stock options commensurate with experience

Overview:

Contexta360 specialises in speech analytics and conversational intelligence and has an exciting opportunity for a dynamic and experienced pre-sales Solutions Consultant and Professional Services expert to join our dynamic team. This permanent position is well suited to an individual that is looking to lead by example and build a team on the back of their success. Ideally with strong experience in the technical sale of voice analytics, call centre and business 'digitization' technologies in EMEA. The individual will have a proven track record in the speech analytics or call centre vendor market and keen to build and grow a solid direct and indirect pre-sales and professional services practice in a start-up / scale-up environment. Hands-on experience, player manager skills and attitude are essential in Contexta360's thriving and supportive workplace.

Heading up the pre-sales and professional services function, this person will be responsible for two phases of our client engagement, namely:

1. The technical qualification, design and demonstrations as well as the technical proposals and supporting the sales process.
2. The project management, the installation and integration process, the tuning process and contractual governance to a Statement of Work.

Reporting directly to the CEO, you will work closely with product management, sales, and customer success to lead and expand the channel and direct sales strategy and back-fill regional solution consultants as your plan is executed and implemented.

Responsibilities will include:

Documenting the pre-sales and solutions consulting strategy and process

Technical qualification

Building the necessary technical proposal documentation

Managing cloud security and privacy statements and design

Optimizing the lead qualification from a technical perspective

Channel knowledge transfer and enablement

Technical content production

Response to tender / RFI / RFP

Supporting the sales and marketing mission of building a 3x pipeline of opportunity

Project management

Technical contract management & change control

Tracking key metrics

Qualifications:

Experience is critical – the candidate must have a proven network and history in the contact centre and or voice analytics and process automation industry

Ability and desire to personally lead by example and back-fill a team

Good process and documentation skills

Excellent communication skills

About Contexta360:

Contexta360 was formed in 2017 and has built its own intellectual property that enables us to capture conversations from voice, video and chat channels. Where necessary we convert verbal conversations into extreme quality text, then our AI and NLP technology processes these conversations to either automate manual processes and reduce cost, or to mine for insights to enable business optimization. Our technology is used by some of the world largest companies, through to mid-market enterprises. Our vision is to be open, pragmatic, intuitive and a highly cost-effective alternative to the legacy players in this field.