



<https://fintechnews.sg/job/head-of-solutions-apac-at-currencycloud/>

Head of Solutions APAC

Description

The Solutions Consultants are responsible for Discovery & Implementation of New customers whilst helping existing customers on upsell/upgrade projects. This means working closely with New Business to understand and validate the proposed solution prior to signing. Once approved, delivering on the mapped-out solution and managing changes that may occur. Our Solutions Consultants are subject matter experts and are crucial in helping customers understand and realise the value of our solution. You would also work closely with our Customer Success team to ensure the customers are set up for success in the first 30/60/90 days and beyond.

Responsibilities

- Working closely with the sales team to maximise sales opportunities by running discovery calls/workshops and tailored product demos that speak to the needs of our users and demonstrate the value of Currencycloud
- Ensuring a full understanding of the proposed solution/workflow before a customer is signed
- Consulting and guiding prospects and customers on how to best use and ingest Currencycloud into their operational workflows and solutions, tailoring each proposed solution according to the customer's strategic and go-to market plans
- Debug complex issues by developing a deep understanding of APIs
- Helping to implement Currencycloud into customers and ensure changes to original workflow are understood internally and externally
- Working within an agile framework to deliver implementations with our customers
- Be a customer champion, ensuring their views are represented in the company and driving continual improvement in user satisfaction
- Contributing to our support documents to ensure they're clear and accurate, and research and write new content to fill any gaps
- Helping to improve the technical knowledge of our sales team, coaching them on new developments within Currencycloud
- Influencing product development by working closely with our product, marketing, and sales teams to collect and digest user feedback
- Maintaining a laser focus on quality, with top-notch written and spoken communication
- Keeping abreast of our competition, product development, and changes to the ecosystem

Qualifications

- Min 8 years working in APIs and integration solutions
- Experience in tech pre-sales process
- Working knowledge of the Payments industry
- Worked in a customer facing role
- People management experience required
- Ability to speak in Mandarin as this role requires communicating with customers in HK/CN

Hiring organization

Currencycloud

Employment Type

Full-time

Job Location

Remote, Singapore

Date posted

August 1, 2023

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APPLY

