

CUSTOMER ENGAGEMENT EXECUTIVE

Beyond Technologies is a professional services firm, specializing in the integration of SAP solutions and the optimization of business processes. We are looking for a Customer Engagement Executive to join our rapidly growing dynamic team to support our customers in the adoption, improvement and expansion of their SAP environment based on the SAP CLM best practice foundation.

In your role, you will establish, maintain and develop the customer relationship at the executive level to develop a strategic understanding of their organization's key business challenges and objectives.

Your tasks:

- Act as a trusted advisor to maximize the adoption and value of Beyond Technologies' SAP Services and Solutions
- Articulate Beyond Technologies' strategic RUN offering on the basis of SAP CLM (Customer Lifecycle Management) best practices
- Ensure and measure the progress of the adoption and growth objectives of Beyond Technologies' SAP solutions and services with the assigned customers
- Establish a relationship of trust with customers by actively participating in the governance bodies overseeing projects and initiatives to ensure an exceptional level of satisfaction
- Act as a subject matter expert on the best practices of the client's respective industries to advise them in their digital transformation with SAP solutions
- Organize, lead or prepare the realization of business cases and SAP roadmaps for our customers
- Act as a level of escalation for resolution of issues or disputes with customers and Beyond Technologies
- Target and create opportunities for services and solutions that improve the adoption and innovation of our customers' SAP solutions in collaboration with the various internal business units (Delivery, Sales, Pre-Sales)
- Contribute to the business cycle of preparation, presentation and conclusion of Beyond Technologies' service offerings
- Actively participate in the recognition by SAP of Beyond Technologies as an innovative partner for SAP Customer Lifecycle Management

You have:

- 15-25 years in project/program delivery or IT environment management
- Good knowledge of SAP products and the SAP ecosystem in general
- Proven experience in selling or providing consulting services, managing complex customer accounts and developing account management plans and negotiating contracts at an executive level
- Familiar with change management and process improvement methodologies
- Strong leadership, people and stakeholder management skills and competencies
- Excellent written and verbal communication skills in English and French
- Strong customer focus

You are:

- Solution-oriented
- Authentic
- Diplomat
- Collaborative
- Creative, with innovative ideas
- Motivated and determined to succeed
- Autonomous with leadership

At Beyond, we want our employees to be happy and healthy both on and off the job. Everything we do and offer to our employees is based on our philosophy that investing in our people is good for all of us!

Beyond is dedicated and committed to promoting a diversified and inclusive work environment for everyone. Beyond Technologies is an equal opportunity employer and we believe in fostering an environment where everyone regardless of gender, race, ethnicity, sexual orientation, disability, age, or all other identities feels respected, protected and celebrated.