



JD – Sales Engineer

Kore.ai enables enterprises to reimagine business using AI agents with speed, control and flexibility. This is accomplished through the Agent Platform, which provides a standardized approach to develop and deploy. AI agents across the enterprise, and comprehensive solutions for Work, Service and Process. The Agent Marketplace accelerates time to value with pre-built industry and horizontal solutions as well as 100's of agent tools and integrations. Kore.ai's design philosophy is vendor agnostic, allowing customers to choose their own path for models, data, applications and hosting and build-friendly with no-code/pro-code tools. The end result is an enterprise-ready AI ecosystem. Trusted by over 500 partners and 480 Fortune 2000 companies, Kore.ai helps them navigate their AI strategy. The company has a strong patent portfolio in the AI space and has been recognized as a leader and an innovator by top analysts. Headquartered in Orlando, Kore.ai has a network of offices to support customers including in India, the UK, Middle East, Japan, South Korea, and Europe.

POSITION / TITLE: SALES ENGINEER

Sales Engineers will work with and learn from a variety of technical leaders within Kore.ai to ensure they fully understand how to represent our technology, answer questions related to the competition, talk about the NLU / AI landscape and why we're differentiated in the marketplace. They will serve as an important conduit back into the product management team to continue to enhance the product while documenting frequently asked questions on how we address client objections.

LOCATION: REMOTE - Mumbai

RESPONSIBILITIES

- Articulate our unique value proposition and technology differentiation.
- Demonstrate Kore.ai Platform features and pre-build Solution products.
- Whiteboard the solution and review architecture, performance, and scalability requirements.
- Collaborate with technical architects, data scientists and NLU analysts at prospective customers to explain how we deliver our solutions, products, and platform.
- Facilitate and drive use case workshops with prospective customers.
- Analyze conversational UX use cases for feasibility and value creation for the client.
- Prepare a high-level estimate of effort involved and skills needed from a machine learning perspective for a specific customer engagement.
- Work closely with product management to provide input and guidance for product roadmap and enhancements
- Work closely with the delivery teams to seamlessly transition from sales to delivery activities and ensure customer success
- Develop and maintain relationships with prospect and customer technical contacts.
- Work closely with Sales team as a technical resource & solutions consultant to pursue business opportunities.

EXPERIENCE / SKILLS REQUIRED

MUST HAVE SKILLS

- Minimum 5 years of experience in a client-facing sales engineer/presales/solution architect technical role required
- Minimum 5 years of experience participating in the sales cycle at a technology company required
- Technical experience preferably sales-engineering &/or web-development experience required
- Strong technical acumen & ability to learn new patterns, spaces and domains quickly required
- Ability to understand our client's challenging business problems and frame up a crisp solution required
- Experience with languages such as Python, Java, JavaScript, and Linux shell scripts required
- Excellent communication skills need to articulate technical capabilities to business users and business requirements to technology teams
- Must currently reside in Mumbai

MUST HAVE ONE OR MORE OF THE FOLLOWING SKILLS

- Previous experience in contact center technologies (CCAAS, IVR, ITR, Chatbots, Conversational AI).
- Previous experience in RPA or Process Automation
- Previous experience in Generative AI or ML technologies preferably using LLM's.

OTHER SKILLS:

- Confidence and strong presentation skills to drive large portions of long customer meetings
- Strong customer presence, especially with senior client executives
- Approachable and someone who loves to work a room and build relationships
- A consultant mindset to identify and frame customer solutions
- Proven track record selling enterprise deals
- Exceptional listener
- A whatever it takes attitude, willing to put in the extra effort when needed
- Willing to travel up to 50% of time
- Experience with NLU technology in the industry
- Strong verbal and written communication
- Strong analytical and problem-solving capabilities
- Highly organized, detail-oriented, and self-motivated
- Able to thrive in a high-growth, fast-paced environment

EDUCATION QUALIFICATION

- Bachelor's degree in Computer Science, Engineering, or a related quantitative field required.