

**Job Title:** Trainee – Customer Success Engineer

**Location:** Bengaluru

**Department:** Software Delivery

**Role Overview:**

The Trainee - Customer Success Engineer is responsible for configuring software modules based on client-specific requirements and providing hands-on support throughout the implementation lifecycle. This role acts as the bridge between the product and the client, ensuring seamless delivery, setup, and adoption of solutions to meet business objectives.

**Key Responsibilities:**

- Work closely with clients to gather and analyze business requirements.
- Configure and customize software modules to align with client specifications.
- Conduct system testing and validation to ensure quality and accuracy.
- Provide end-user training and post-implementation support.
- Troubleshoot issues and coordinate with internal teams for timely resolution.
- Maintain clear documentation of configuration, workflows, and support activities.
- Participate in client meetings, kick-off calls, and review sessions as needed.
- Support change management and help clients adopt the new system effectively.
- Stay updated on product features and enhancements to better serve clients.

**Requirements:**

- Bachelor's degree in computer science, Information Systems, Engineering, or a related field.
- Strong understanding of software configuration and business process mapping.
- Excellent communication and interpersonal skills.
- Problem-solving mindset with attention to detail.

**Preferred Skills:**

- Basic understanding of scripting for advanced configuration.
- Project coordination experience or exposure to agile methodologies.

