



Home



My Network



Jobs



Messaging



Notifications



Me



For Business

[Return](#)
[Premi](#)

Customer Success Engineer

Jungle Scout · United States · 1 week ago · Over 100 applicants



Remote · Full-time · Mid-Senior level



51-200 employees · Technology, Information and Internet



2 school alumni work here



Skills: Post-Sales, Customer Success, +8 more



See how you compare to 100 applicants. [Reactivate Premium](#)

Easy Apply

Save

About the job

At Jungle Scout, we are on a mission to build the best Amazon competitive intelligence tools for Amazon sellers and brands.

As the Customer Success Engineer (CSE), you will be the trusted technical advisor throughout a customer's lifecycle. You have a deep understanding of our product solutions and will leverage your knowledge to ensure our customers understand and utilize the Jungle Scout suite of tools to their fullest extent. As part of both the pre-sales and post-sales processes the CSE will partner with, and advise, our internal account team (CSM, AM, AE) through product demos and proof of concepts, along with architecting solutions to help customers and prospects realize the value of the platform. Your goal is to help our customer be successful and drive the most value possible from our Jungle Scout offerings.

Location: We're a remote-first company and looking to hire this person anywhere between the PST - EST timezone in the USA or Canada (excluding Quebec).

In the Customer Success Engineer role, you will:

- Engage with customers in both the pre- and post-sales process to provide deep insights and solve technical issues, often using complex sets of data.
- Build early stage internal and external proof-of-concepts to best understand customer requirements and demonstrate value to our customers.
- Understand a customer's business objectives and commercial strategy to align them with the Jungle Scout Cobalt value proposition and use cases.
- Work with customers to gain a deep understanding of their business processes, system environments and IT infrastructure to provide for a smooth onboarding.
- Provide customers with clear proactive technical guidance and expertise across all our products.
- Ensure customer retention and expansion through relationship building and participation in periodic account reviews to contribute your expertise on technical topics
- Collaborate with CSMs, Customer Support, Product Mgt and other teams to assist with technical escalations.
- Drive strategic innovation and promote retention by identifying, creating and delivering additional value to our customer base and serve as a customer advocate to influence product roadmap and improvements.
- Provide strategic insight to influence our product roadmap, emerging trends, new data sources and white space opportunities in the eComm market, as well as additional use case opportunities.

- Contribute towards the success of the CS organization through knowledge-sharing activities such as consulting with internal teams, contributing to documentation, answering technical Q&A, and helping iterate on best practices.

Who you are:

- **Customer-facing Experience:** You have 3-5 years of post-sales customer-facing experience in the B2B SaaS space (either as part of a Customer Success team, consulting or IT).
- **Technical Skills:** You are proficient in a variety of different technical skills, including: API, Excel, SQL, Data visualization tools (ex. PowerBI, Tableau, Google Data Studio), software development for analyzing and processing data.
- **Data Proficiency:** You have a demonstrated ability to work with data sets to troubleshoot issues, extract value, and derive insights. Understanding of data models and analytics techniques. You have prior experience with eCommerce data, particularly Amazon data (preferred).
- **Process #Clarity:** You have the ability to bring clarity to complex, undocumented processes and inefficiencies through simple descriptions and visuals.
- **#Intrapreneurial:** You possess a high level of creativity when it comes to creating out of the box solutions for customers, even if given little direction or requirements.
- **Autonomous:** You are a self-starter with the ability to independently manage a project, work to deadlines, and prioritize between competing demands.
- **Collaboration:** You are a strong collaborator capable of working effectively within teams.
- **#Excellence and Growth Mindset:** You have a passion for learning new technologies and skills that can translate into more production and responsibility.

Bonus Points:

- Previous CSE experience
- Programming experience, web development tools
- Experience working with Amazon advertising data
- Experience with Jungle Scout

Note: *The one constant in our evolving, dynamic environment is change. Needless to say, you'll never get bored ;) The responsibilities listed above are our needs today but we are keeping future needs & opportunities in mind when hiring for this position. We value adaptability and a growth mindset in team members. Although it's not promised, the successful candidate should be prepared for the possibility that their role may evolve over time as our business strategies and priorities change.*

What you'll get:

🌟 **The BEST team.** You'll work alongside the smartest, most passionate, and kindest humans day in and day out making work fun.

🌟 **Remote-first culture.** Jungle Scout has been remote-first since day one. We believe team members should work from the place where they do their best work. Whether that's working from home, in office at one of our hubs, a co-working space.

🌟 **A growth culture!** We have tons of opportunities for you to elevate your skills and take you to that next step; we are here to help you find the ones that matter most to you through exposure and training.

🌟 **Ability to make impact!** Although it's a highly collaborative culture, team members are empowered to work autonomously and take extreme ownership of their work. You'll have the opportunity to truly make a difference and impact our customers.

🌟 **Competitive compensation packages!** We structure our compensation packages to reward our team members' contributions to our company's success - you'll have a bonus tied to performance and will be invested into our long-term success with Equity.

🌟 **Flexible Time Off.** With our generous PTO and recognition of local holidays,

escape to the beach, recharge mentally, or use your Volunteer Time Off (VTO) to give back through volunteering.

✦ **Comprehensive Health Benefits & Retirement Program.** We offer comprehensive healthcare and retirement matching plans for eligible employees.

✦ **Paid Parental Leave Policy.** Jungle Scout values the importance of family and offers a paid parental leave that provides the support and flexibility you need to embrace this special time in your life. We also offer a ramp-back period for a seamless transition for you and your family.

About Jungle Scout

Jungle Scout is the leading all-in-one platform for selling on Amazon, supporting more than \$50 billion in annual Amazon revenue and 10 global Amazon marketplaces. Founded in 2015 as the first Amazon product research tool, Jungle Scout today features a full suite of best-in-class business management solutions and powerful market intelligence resources to help entrepreneurs and brands manage their ecommerce businesses.

The Jungle Scout team is a group of smart, motivated, and fun-loving professionals working hard to help our customers achieve success. We have a remote-first culture with employees across the world as well as in our hub offices in Austin, TX and Vancouver, BC. We believe team members should have the opportunity to choose the work environment that works best for them, so we give our team members the option of working from home, at one of our hub offices, or from a co-working space.

We prioritize Diversity, Equity, and Inclusion

At Jungle Scout, we recognize the value of different experiences, backgrounds and cultures. We hire intentionally, with this in mind.

Jungle Scout is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

All offers of employment at Jungle Scout are contingent upon clear results of a comprehensive background check. Background checks will be conducted on all final candidates prior to start date.

[See less ^](#)

Set alert for similar jobs

Customer Success Engineer, United States

✓ Alert on

How you match

You may be a good fit based on your experience as Senior Customer Success Engineer

Skills associated with the job post

Identified by LinkedIn

Technical Support · Customer Support · Customer Success · Post-Sales · Emerging Trends · Data Science · Analytical Skills · Clarity · Customer...



Add skills you have to your profile to stand out to the employer. [Add skills](#)

Show all skills →