Starburst Customer Success is in the name

Starburst is looking for Customer Success Representatives to join our team. We provide global 365/24/7 support to our customers running our software in production. To provide exceptional customer service, we are looking for exceptional individuals to join us and help ensure customer success post sale. In addition to being reactive, Customer Success representatives should work to proactively ensure our customer's success by speaking with customers, creating additional content for learning, and providing feedback to engineering.

Responsibilities
- Be the first person to receive customer requests for issues or questions they have
- Work with customers to provide solutions to their issues or answers to their questions
- Regularly check in with customers and see how things are going and gather feedback
- Able to be on "pager duty" outside of normal business hours
- Serve as an intermediary between the customer and Starburst engineering for deeper complex issues in the products
- Work with Solutions Architects and Engineering as a feedback loop to improve products
- Maintain internal knowledge base
- Build out and moderate our Presto community forum
- Write technical user documentation
- Generate other technical content such as demos, tutorials, screencasts, etc.

Requirements
- 5+ years providing technical customer support or success for production software
- Very strong analytical and problem solving skills
- Excellent verbal and written communication skills
- Outstanding expertise in ANSI SQL
- Ability to code in Python or other scripting languages

Pluses
- Experience supporting a database system and/or distributed systems
- Experience with Hadoop

Location
This position is located in Boston

About Starburst
Starburst gives analysts the freedom to work with diverse data sets wherever the data lives, without compromising on performance. Using the open source Presto SQL engine, the Starburst Distribution of Presto provides fast, interactive query performance across a wide variety of data sources including HDFS, Amazon S3, MySQL, SQL Server, PostgreSQL, Cassandra, MongoDB, Kafka, and Teradata, among others. Founded by the largest team of

Presto committers outside of Facebook, Starburst is the only company providing enterprise support for the Presto project. Candidates should relish the opportunity to shape a cutting-edge technology while working in the fun, collaborative environment of a fast-paced startup.