1. Conducted post-sale requirements gathering, analysis, and documentation.
2. Managed project planning, resource allocation, scope, schedule, status and documentation.
3. Provided support during customer implementations and applied industry best practices.
4. Worked closely with product teams to define and prioritize partner feature requests
5. Oversaw quality assurance objectives, spanning [Action], [Action] and [Action].
6. Guided and influenced existing partners on recommended upgrades and enhancements to integrated solutions.
7. Worked with clients post-implementation on user testing, debugging, support and maintenance.
8. Conducted research to evaluate systems design and process efficiency.
9. Supervised deployments and provided troubleshooting and user support.
10. Managed project scope, schedule, status and documentation.
11. Communicated with partners and clients to update product and implementation status at technical or functional level.
12. Created strong relationships with key decision makers as trusted consultant of [Type] product line.
13. Set up and installed software on both [Type] and [Type] platforms.
14. Executed application database upgrades, backups and restore duties.
15. Managed and delivered advanced customization and configuration for [Type] solutions.
16. Created and implemented innovative business solutions to support corporate objectives.
17. Installed, integrated and deployed [Software] product in client environments.
18. Developed and delivered technical training designed to enable and educate [Type] software implementation partners.
19. Presented roadmap and technology infrastructure to customers, demonstrating deep familiarity with APIs, platform infrastructure, security and integration capabilities.
20. Assisted [Type] and [Type] teams in responses to customer and prospective customer evaluations, escalations and technical requirements documents.