Pre-Sales Solutions Engineer (Colombia)

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Company: Incode

Location: Colombia

Category: other-general

<div class="content-intro"><p>REIMAGINE TRUST</p><p>Incode is the leading provider of world-class identity solutions that is reinventing the way humans authenticate and verify their identities online to power a world of digital trust.</p><p>Through our revolutionary identity solutions, we are unleashing the business potential of universal industries including finance, government, retail, hospitality, gaming and more, by reducing fraud and transforming human interactions with data, products, and services.</p><p>We're in the process of rapidly scaling our diverse global team and we're looking for entrepreneurial individuals and leaders who are curious, driven, and excited by ownership to join a Unicorn-status scale-up!</p></div><p></p><p> </p><div>
Role Title: Presales Solutions Engineer
Direct Report: Director of Solutions Engineering
Area: Customer Success
Location: Colombia
The Opportunity </div><div><p>We are a digital identity company that believes in a future where customers can perform any transaction without friction. We enable banks, fintech, retailers, marketplaces, healthcare systems, and many others to provide more secure and delightful experiences to their customers. Through our flagship suite, Incode Omni, we offer an end-to-end omnichannel identity platform that helps businesses address all of their identity needs, from digital onboarding and know-your-customer (KYC) to omnichannel authentication and more.We're in the process of rapidly scaling our close-knit team and we're looking for leaders who are curious, driven, and excited by ownership!</p><p>The Pre-Sales team are the bridge between sales and customer success. Supporting the sales team in scoping out the real

value in every deal. The presales engineer is a skilled, dynamic, and determined individual who is process-driven with strong attention to detail, with impressive interpersonal skills that allow developing long-lasting relationships with customers and colleagues. Comfortable with numbers and drawing insights from analytics to adapt and improve our business processes.</p><p>Responsibilities</p>
Drive new customer acquisition and achieve revenue target by providing technical expertise during the sales process
Provide technical discovery, qualification, and solution requirement gathering
Take a consultant approach to understand business an technical customer challenges to propose the best Incode solutions for their business
Prepare and present demos of the different Incode solutions
Take ownership of technical and functional presentations
Have infrastructure/architecture discussions with prospects and customers
Take ownership of the different types of POCs delivered during the sales cycle and collaborate with Customer Success Group for the next steps   Help the AE in the presentation of Proposals for the customer
Develop and contribute to internal and external knowledge bases
Be a champion for Incode's customers and hold our teams to a high standard of customer service
<p>Requirements</p>
BS degree in Engineering, Computer Science or related field
Minimum 5-years' in a technical pre-sales role experience (Solution Engineer, Technical Presales, Technical Architect) ideally in an enterprise SaaS environment
Excellent written and verbal communication skills, problem solving skills, customer service and interpersonal skills
Experience in integration and implementation of web-based platforms and mobile apps
Understanding of APIs, SDKs, microservices, and cloud computing technology
Familiarity with AWS and Docker is a plus
Experience with swift, java, java script.
Experience with mobile app frameworks such as react native, flutter, angular is a plus
Passion for customer service and ownership of the customer experience including comprehensive business problems
Working knowledge of biometrics or identity software is ideal as well as AI software
Proven track record of resolving issues and risks in a cross functional and collaborative way.
Confident, and you easily build relationships when working with your customers and internal partners.
Naturally curious, eager to learn and proactive in sharing knowledge with others.
Able to work in a fast-paced environment with a strong sense of urgency in delivering demos, POCs and proposals for the customers
Highly motivated, able to multi-task

and be resourceful
Fluent in English (must).
</div><div class="content-conclusion"><p>8 Aspects of our Culture:</p>
Values are what we value
High performance
Freedom & responsibility
Context, not control
Highly aligned, loosely coupled
Continuous Feedback
Pay Top of Market
Promotions & Development
Learn more about Life at Incode<u>!</u>
<p>Benefits & Perks:</p>
Meaningful Equity
Flexible Working Hours & Workplace
Open Vacation Policy
Wellness Program
International Travel Opportunities
Additional benefit package according to location (401k, medical insurance, etc.)
<p> </p><p> </p><p>Equal Opportunities:</p><p>Incode is an equal opportunity employer, committed to creating a diverse and inclusive work environment. We take great pride in having an inclusive, diverse, and global team and are always on the lookout for talented, passionate people from all backgrounds and walks of life.</p><p>Applicant Data Privacy:</p><p>We will only use your personal information in connection with Incode's application, recruitment, and hiring processes.</p></div>

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