

Business Analyst, EMEA

Position Description

The Business Analyst role is critical to the overall success of AppExtremes, Inc., it's customers and business partners. Business Analysts will be responsible for initiating account management, sales and support of AppExtremes solutions for salesforce.com. Responsibilities include maintaining account specific documentation; performing health checks, delivering proactive support, understanding the customer's organization and being able to communicate how to best leverage the Conga products with salesforce.com applications and services to address specific business needs.

Business Analysts are responsible for the EMEA, and other regions as needed, and are based in the UK as remote workers, generally working from their personal residence via phone and Internet communications solutions. Occasional travel is required for participation in industry events.

Responsibilities:

- Provide on-line assistance with installation and configuration of AppExtremes software-as-a-service solutions to prospective and established customers and partners to ensure 100% customer satisfaction and success.
- Develop and execute plans to address customer satisfaction gaps.
- Provide proactive best practice guidance to the customer's project and management teams.
- Advocate customer's priorities internally within AppExtremes.
- Serve as an escalation point of contact for product and service issues.
- Provide timely account status reporting to management.
- Engage with customer business owners to drive customer success and optimization of the application.
- Strive to make every customer review a 5 of 5 on the Salesforce AppExchange.

Education, Experience and Skills

The ideal candidate genuinely enjoys interacting with others. The Business Analyst is expected to be professional, self-motivated, proactive, results-oriented and able define and provide a high level of customer satisfaction through the delivery of world-class technical services.

- Bachelor's Degree or equivalent experience
- Experience with Salesforce.com administration or configuration
- Salesforce.com certifications desired
- Experience in a customer or account management position in the CRM or related industry
- Understanding of database concepts and data management (RDBMS)
- Expertise with Microsoft Word and Microsoft Excel
- Strong written and oral communication skills
- Excellent listening skills to fully understand the customer needs and frustrations

- Ability to convey technical solutions to end-user of all technical abilities
- Demonstrated professionalism interacting with all levels of management
- Analysis, troubleshooting, and problem solving expertise
- Ability to effectively prioritize and escalate customer issues
- Understanding or fluency in additional languages desired
- Ability to work remotely, but still be an active and contributing member to the global AppExtremes team.