



<https://www.digit88.com/careers/manager-business-development/>

Agile PM/Customer Success Manager

Digit88 Technologies Private Limited

Description

About Digit88/The Opportunity

Digit88 is a boutique software product engineering company based out of Bangalore since 2014. Over the years, we have established and managed 12+ high performance product engineering teams in the areas of AI/Conversational AI/Tele-health/Healthcare systems/Logistics/E-commerce and more.

Since 2016, we have partnered with one of the world's foremost Conversational AI companies to set up their dedicated product engineering team in India. Over the past 5+ years we have been collaboratively engineering highly scalable, high performance, resilient platforms with teams in Seattle, Mountain View, UK, Israel and Germany.

Founded in New York City with over 1,200+ employees spanning 6 continents and dozens of countries, our partner is a transformational force in how brands and consumers communicate. With over 18,000 brands, including HSBC, Disney, Verizon, and Home Depot using the platforms that we are developing, our partner is a market leader in Conversational AI competing with the likes of Google Dialog Flow, IBM Watson, Microsoft and more.

You would be joining an existing team of 50+ professionals and help expand the Conversational AI professional services team that builds and delivers highly engaging and cutting edge chatbot/AI solutions that automate and power millions of conversations daily across the world.

Job Profile:

Digit88 is seeking a project manager/solutions delivery lead to join our Chatbots development team. The Solution Delivery Lead is responsible for defining and driving implementation plans for client accounts to leverage products and solutions.

Responsibilities:

Program management

- Account planning – you collaborate with Account team and clients to define transformation roadmaps for the client's goals
- Product expertise – you are a subject matter expert on the product suite and solutions and know how to use them to meet the client's objectives. This includes understanding conversational AI as well as agent-facing solutions that increase their efficiency
- Relationship management – you are client-facing and develop trusted relationships to help drive implementation with client's internal teams
- Contracts – you collaborate with Account Managers on contracts and statements of work for both existing and prospective customers and labor partners

Implementation management

Job Location

Bengaluru, India

Employment Type

Full-time

Requirements:

4+ years

- Prioritization – you are relentless about prioritizing what projects or tasks are most important based on what criteria are important for the account at the time
- Project management – you ensure that all aspects of scope, time, quality and cost are achieved, including requesting and managing resources, and defining/communicating milestones, timelines, and progress to key stakeholders

Performance management and optimization

- Reporting – you understand how numbers impact the business and client’s KPIs. You’ll be responsible for entry point optimization and knowing automation metrics, and understand how technology can impact agent operations metrics.
- Insights and analysis – you drill down into reports and data to define hypotheses on why numbers are trending, and direct analysis goals
- Action – you interpret analysis to prioritize the next actions to take as part of implementation management

Partner management

- You will work closely with Partners on agent operations, conversation design, development, bot optimization and other functions to execute on projects
- Resource allocation – you track resource capacity and usage, making sure that our Partners resources are used as efficiently as possible

You should have proven experience in:

- A consultative approach to implementation
- Promoting the value proposition for complex SaaS products, features and solutions
- Leading a software development project from a program management perspective (not writing code), with chat bot delivery as a major advantage
- Communicating effectively with both technical and non-technical individuals
- Leveraging messaging and automation technologies, including an understanding of Natural Language
- Understanding technologies such as DialogFlow

Preferred Skills:

- 4+ years experience in consumer or enterprise software is preferred; SaaS is preferred
- Leveraging technology to invent, automate, improve, and scale
- Proven ability to meet deadlines, multitask, and prioritize workload
- Operational and technical understanding of Contact Center environments and software

Additional Project/Soft Skills:

- You are a creative problem solver
- Positive attitude and self-motivated
- Proficiency in current web design technology
- Extremely detail-oriented and also able to see the big picture

- Excellent written and verbal communication skills and presentation ability
- Strong visual design skills with good understanding of user-system interaction
- Strong presentations skills
- Strong problem-solving skills with creative approach

Benefits working @ Digit88:

- Group Health & Accident Insurance
- Flexible Work Arrangements/Remote Work
- Profit Share Opportunities
- Accelerated learning & non-linear growth
- Flat organisation structure
- Global Peers – Working with some of the best engineers/professionals globally from the likes of Apple, Amazon, IBM and other innovating product companies
- Ability to make a global impact with your work, leading innovations in Conversational AI, Tele-Medicine, Healthcare and more

You will work with a founding team of serial entrepreneurs with multiple successful exits to their credit. The learning will be immense just as will the challenges.

This is the right time to join us and partner in our early growth!