

Senior Services Engagement Manager

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Company: Cloudera

Location: Denmark

Category: other-general

Job Description

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At Cloudera, we empower people to transform complex data into clear and actionable insights. With as much data under management as the hyperscalers, we're the preferred data partner for the top companies in almost every industry. Powered by the relentless innovation of the open source community, Cloudera advances digital transformation for the world's largest enterprises.

Sr Services Engagement Manager

The Sr Services Engagement Manager is a key member of our EMEA Professional Services delivery team. You play an important role in delivering value and customer success with your people and process orchestration skills. You know how to build relationships, close out new contracts as well as keep projects on track and on budget

As a Services Engagement Manager you will:

Engage closely with our sales teams (Account Managers and Solutions Engineers) to develop strong customer relationships and grow the Cloudera Professional Services business

Define, scope and sell our professional services portfolio

Prepare Statements of Work or Change Orders for review by Cloudera legal and deal desk

Work with our Project Management Office (PMO) to provide oversight for the services engagement with our customers, acting as the primary point of escalation and ensuring that our Customers are experiencing high quality delivery.

Occasionally manage services engagements directly

Input into the planning and forecasting of our resourcing profile.

Working directly with Customer to ensure alignment of Cloudera tasks/activities

Work as a conduit between the Customer and other parts of Cloudera including Support and Engineering

We're Excited About You If You Have:

Excellent experience in leading scoping, selling and delivering large scale, data driven projects

Excellent customer relationship management experience including managing escalations, and participating in executive steering meetings

Knowledge of software implementation and project/program management methodologies

Experience in successfully managing project or engagement delivery, preferably within an enterprise software company or SaaS company

Self-starter mentality and collaborative problem solver

Ability to travel up to 20% post-Covid

Fluent Language Skills in any of the following languages: Dutch, Swedish, Norwegian

What you can expect from us:

Generous PTO Policy

Support work life balance with

Flexible WFH Policy

Mental & Physical Wellness programs

Phone and Internet Reimbursement program

Access to Continued Career Development

Comprehensive Benefits and Competitive Packages

Employee Resource Groups

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