



PR/160224 | Senior Solutions Consultant (Presales, onboarding & aftersales support - Digital / AI / SaaS / IT) - Hybrid Work

募集職種

人材紹介会社

ジェイエイシーリクルートメントマレーシア

求人ID

1581816

業種

ITコンサルティング

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2026年06月02日 10:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

A multinational digital solutions company is seeking a Senior Solutions Consultant to support pre-sales engagements, non-technical onboarding, and ongoing after-sales support. This role works closely with the Sales team to deliver solution demonstrations, understand client requirements in depth, and guide customers through successful adoption of AI and digital platforms/solutions.

Key Responsibilities:

Pre-Sales Support

- Deliver customised product demonstrations tailored to customer requirements.
- Facilitate deep discussions to fully understand customer needs and challenges.
- Conduct ROI analysis to quantify the value and benefits of proposed solutions.
- Design Proof of Concepts (POCs) to validate product fit when required.
- Support deal closure through technical guidance and solution expertise.

Onboarding (Non-Technical)

- Lead non-technical onboarding activities, including process walkthroughs, workflow mapping, and user adoption planning.
- Facilitate implementation readiness by coordinating expectations and documentation.
- Conduct onboarding workshops and training sessions to empower customer teams.
- Identify additional business use cases and expansion opportunities during onboarding.

After-Sales Support

- Provide ongoing account support post-implementation, ensuring customer satisfaction and solution adoption.
- Handle issue resolution, user inquiries, and functional guidance (non-technical).
- Collaborate with internal teams to refine customer workflows and propose enhancements.
- Maintain strong customer relationships to ensure long-term engagement and retention.

Requirements:

- 5 - 10 years of experience in solutions consulting, IT services, digital solutions, or digital marketing technology sales, with strong comfort working with technology.
- Excellent communication and presentation skills, capable of delivering compelling solution demos and engaging senior-level stakeholders.
- Strong consultative and analytical ability to understand client business needs deeply and translate them into solution recommendations.
- High adaptability and ownership, able to independently manage pre-sales engagements, non-technical onboarding workflows, and after-sales support.
- Proven customer-facing relationship skills, able to build trust, influence decisions, and guide clients confidently through the adoption journey.
- Collaborative mindset, comfortable working closely with Sales, Delivery, and regional teams to ensure smooth end-to-end client experience

#LI-JACMY

#stateKL

#countrymalaysia

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会社説明