Customer Engineer, Artificial Intelligence, (Contact Center) Cloud

Qualifications

Minimum qualifications:

- Bachelor's degree in Computer Science, Electrical Engineering or equivalent practical experience.
- 5 years of experience as a technical sales engineer in a cloud computing environment or equivalent experience in a customer-facing role.
- Experience presenting and delivering a technical pitches.
- Experience with big data and machine learning frameworks and numerical programming frameworks (e.g., Python).

Preferred qualifications:

- Master's degree in Computer Science or other technical field
- Experience with contact center technologies and platforms (e.g. Avaya, Genesys, Cisco, Mitel, Twilio, and ect.) and building conversational applications (e.g. Dialogflow, IBM Watson Assistant, or Amazon Connect).
- Experience in data and information management as it relates to big data trends and issues within businesses.
- Experience building machine learning solutions and leveraging specific machine learning architectures (e.g., deep learning, LSTM, convolutional networks, etc.).
- Ability to learn, understand and work quickly with new emerging technologies, methodologies and solutions in the Cloud/IT technology space.

About the job

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When leading companies choose Google Cloud it's a huge win for spreading the power of cloud computing globally. Once educational institutions, government agencies, and other businesses sign on to use Google Cloud products, you come in to facilitate making their work more productive, mobile, and collaborative. You assist fellow sales Googlers by problem-solving key technical issues for our customers. You liaise with the product marketing management and engineering teams to stay on top of industry trends and devise enhancements to Google Cloud products.

Contact Center AI allows companies to deliver exceptional customer service thanks to Google's artificial intelligence. As a Customer Engineer, you will work hand-in-hand with technical Sales teams as a machine learning subject matter expert to differentiate Google

Cloud to our customers. You will help prospective customers and partners understand the power of Google Cloud, explaining technical features, helping customers design architectures, and problem-solving any potential roadblocks. You will also have the opportunity to help customers to leverage specialized machine learning (ML) hardware developed by Google, called Tensor Processing Unit (TPU). In this role, you will work hand-in-hand with customers and product development to shape the future of the platform.

Google Cloud helps millions of employees and organizations empower their employees, serve their customers, and build what's next for their business — all with technology built in the cloud. Our products are engineered for security, reliability and scalability, running the full stack from infrastructure to applications to devices and hardware. And our teams are dedicated to helping our customers & developers see the benefits of our technology come to life.

Responsibilities

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- Work with the team to identify and qualify business opportunities, understand key customer technical objections, and develop the strategy to resolve technical blockers.
- Reflect the voice of the APAC customers, partners and field to influence a data-driven vision and direction for Contact Center AI development.
- Support the sales teams on the largest Contact Center AI opportunities across APAC.
- Partner closely with Customer Engineering leader, Product leaders, Sales strategy, Developer Advocates and executive leadership to execute Contact Center AI strategy.
- Travel to customer sites, conferences, and other related events as required.