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| Role: | Engineer – Product Delivery |
| Location: | Bangalore |
| The Product: | Solus is the Cartesian CRM Product which powers hyper-personalized marketing campaigns enabling a Segment of One strategy. It takes all the good that CRM has promised, and puts it on steroids, and it does it by getting the client to be truly Segment of One in the way they deal with their customers. Solus sits in-between the client's data, and marketing automation systems. It forms the best possible action a client can take today, at an individual customer level, and sends out that recommended action with personalization fields to the messaging systems. With response data coming back in, Solus learns and improves its output, all the time. |
| Key Responsibilities: | <ol style="list-style-type: none"> 1. Customize product for Customer go-live implementation. 2. Actively automate manual / repetitive activities and build anomaly detectors wherever applicable using SQL, Python and R, as applicable. 3. Data Profiling, Data Cleaning and Data Analysis using SQL and R. 4. Product Implementation, Deployment and Operations for live customers. 5. Pro-actively address urgent issues quickly, work within and measure against customer SLAs. 6. Analyse recorded runtime issues, diagnose, and do occasional code fixes of low to medium complexity. 7. Work with product development to find and correct more complex issues. 8. Pass articulated feedback from customers to the development and product team Maintain ongoing record of the operation of problem analysis. |
| Desired Behaviour | <ul style="list-style-type: none"> • Individual Contributor with minimal or no supervision. • Exhibit passion for problem solving and technology. • Customer centric attitude to ensure customer gets maximum value out of product. • Accountable to meet planned dates initiating proactive actions. • Customer focused to solve production issues pro-actively with minimal guidance. • Team Player • Curious • Risk Taker |
| Education: | No Bar |
| Experience | 1 to 3 years hands-on experience in deploying and maintaining data centric live applications. |
| Must-Have Skills | <ol style="list-style-type: none"> 1. SQL and Stored Procedures 2. Unix and Shell Scripting 3. Handling Data - Data Profiling, Data Cleaning and Data Loading 4. Exposure to ETL 5. Data Analysis and Reporting |
| Nice-To-Have Skills | <ol style="list-style-type: none"> 1. SQL Performance Tuning 2. Exposure to CRM domain 3. Client Communication |